

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
November 23, 2004

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16
of the Securities Exchange Act of 1934

For the month of November, 2004

RYANAIR HOLDINGS PLC
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office
Dublin Airport
County Dublin Ireland
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- _____

RYANAIR'S CUSTOMER SERVICE STATISTICS FOR OCTOBER 2004.

Ryanair, Europe's No.1 low fares airline, today (Tuesday 23rd November 2004) released its customer service statistics for October 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-92.44% of all Ryanair's 16,179 flights during October arrived on time.

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

-Ryanair is the No.1 on-time airline beating Easyjet every week in 2003 and 43 weeks into 2004.

-Complaints registered at less than 1(0.35) complaint per 1000 passengers.

-Mislaid baggage registered at less than 1(0.53) mislaid bag per 1000 passengers.

CUSTOMER SERVICE STATISTICS OCTOBER	2003	2004
On-time flights*	93.11%	92.44%
Complaints per 1 000 pax	0.41	0.35
Baggage complaints per 1 000 pax	0.62	0.53
Complaints answered with 7 days	100%	98%

*Verified by the CAA 3 months in arrears

Ends: Tuesday, 23rd November 2004

For further information:

Paul Fitzsimmons - Ryanair	Pat Walsh - Murray Consultants
Tel: 00 353 1 812 1228	Tel: 00 353 1 4980 300

Ryanair/Easyjet Punctuality Comparisons

Week Ending	Ryanair	easyJet	Ryanair Position
1 04-Jan	90%	73%	1
2 12-Jan	91%	80%	1
3 19-Jan	95%	84%	1
4 26-Jan	95%	89%	1
5 01-Feb	85%	64%	1
6 08-Feb	93%	81%	1
7 15-Feb	95%	84%	1
8 22-Feb	91%	84%	1
9 29-Feb	89%	69%	1
10 07-Mar	93%	80%	1
11 14-Mar	93%	80%	1
12 21-Mar	92%	82%	1
13 28-Mar	95%	88%	1
14 04-Apr	94%	87%	1
15 11-Apr	93%	88%	1
16 18-Apr	95%	85%	1
17 25-Apr	96%	92%	1
18 2-May	94%	85%	1
19 9-May	93%	81%	1
20 16-May	95%	84%	1
21 23-May	94%	87%	1
22 30-May	94%	86%	1
23 6 - June	80%	79%	1
24 13 - June	91%	85%	1
25 20 - June	96%	86%	1
26 27 - June	93%	75%	1
27 4 - July	93%	77%	1
28 11- July	91%	74%	1
29 18 - July	94%	79%	1
30 25 - July	89%	78%	1
31 1st - August	92%	78%	1
32 8 - August	88%	74%	1

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

33	15 - August	86%	75%	1
34	22 - August	91%	79%	1
35	29 - August	91%	82%	1
36	5 - Sept	93%	81%	1
37	12 - Sept	92%	78%	1
38	19 - Sept	93%	81%	1
39	26 - Sept	94%	81%	1
40	3 - Oct	94%	84%	1
41	10 - Oct	91%	84%	1
42	17 - Oct	94%	84%	1
43	24 - Oct	96%	82%	1
44	30 - Oct	90%	83%	1
45	7 - Nov	96%	85%	1
46	14 - Nov	94%	87%	1

*Source:www.ryanair.com and Easyjet website

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 23 November, 2004

By:____/s/ Howard Millar_____

H Millar
Company Secretary & Finance Director