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RYANAIR HOLDINGS PLC
Form 6-K
February 08, 2005

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 February 2005

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 JANUARY 2005

Ryanair, Europe's No.1 low fares airline, today (Tuesday, 8th February 2005) released its customer service statistics for January 2005. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-93% of all Ryanair's 15,391 flights during January arrived on time.

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-Ryanair is the No.1 on-time airline beating Easyjet every week in 2003, 2004 and every week so far in 2005

-Complaints of less than 1 (0.51) complaint per 1,000 passengers.

-Mislaidd baggage of less than 1 (0.69) mislaidd bag per 1,000 passengers.

| CUSTOMER SERVICE STATISTICS JANUARY | 2004 | 2005 |
|-------------------------------------|------|------|
| On-time flights* | 92% | 93% |
| Complaints per 1 000 pax | 0.76 | 0.51 |
| Baggage complaints per 1 000 pax | 1.20 | 0.69 |
| Complaints answered with 7 days | 100% | 99% |

*Verified by the CAA 3 months in arrears

Ends: Tuesday, 8th February 2005

For further information:

Peter Sherrard - Ryanair Pauline McAlester - Murray Consultants

Tel: 00 353 1 812 1228 Tel: 00 353 1 4980 300

Ryanair monthly statistics compared with the Association of European Airlines follows:

Ryanair Monthly Statistics - Compared with Association of European Airlines
The recently published on time statistics by the Association of European Airlines for the month December 04 again prove that Ryanair is the No.1 on-time major airline in Europe again.

Ryanair No. 1 on time major airline in Europe

| Airline | Ranking | % |
|-----------------|---------|------|
| Ryanair | 1 | 90.2 |
| Austrian | 2 | 82.7 |
| SAS | 3 | 82.4 |
| Alitalia | 4 | 81.6 |
| Lufthansa | 5 | 79.2 |
| Easyjet | 6 | 79.0 |
| Air France | 7 | 75.7 |
| British Airways | 8 | 73.8 |

% Flights arriving within 15 minutes of scheduled time

Major airlines for fewest lost bags*

| Airline | Ranking | Baggage Lost Per 1000 Passengers |
|------------|---------|----------------------------------|
| Ryanair | 1 | 0.39 |
| SAS | 2 | 9.9 |
| Alitalia | 3 | 13.9 |
| Air France | 4 | 16.5 |
| Lufthansa | 5 | 17.7 |

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| | | |
|-----------------|-------------------|------|
| Austrian | 6 | 18.0 |
| British Airways | 7 | 20.5 |
| EasyJet | Refuse to Publish | |

Major airline for fewest cancellations*

| Airline | Ranking | % flights completed |
|-----------------|-------------------|---------------------|
| Ryanair | 1 | 99.1 |
| Austrian | 2 | 99.0 |
| Alitalia | 3 | 98.9 |
| Lufthansa | 4 | 98.7 |
| SAS | 5 | 98.7 |
| British Airways | 6 | 98.5 |
| Air France | 7 | 96.2 |
| Easyjet | Refuse to Publish | |

*Source: Ryanair monthly statistics compared to Association of European Airlines
- December 04

Punctuality statistics verified by the CAA 3 months in arrears

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: 08 February 2005

By: ___/s/ Howard Millar___

H Millar
Company Secretary & Finance Director