

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
May 06, 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 May 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 APRIL 2005

Ryanair, Europe's No.1 low fares airline, today (Friday, 6th May 2005) released its Customer Service Statistics for April 2005. Ryanair is committed to publishing Customer Service Statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

- 94% of all Ryanair's 18,041 flights during April arrived on time.
- 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 (0.39) complaint per 1000 passengers.

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

- Mislaid baggage of less than 1 (0.59) mislaid bag per 1000 passengers.

| CUSTOMER SERVICE STATISTICS MARCH | 2004 | 2005 |
|-----------------------------------|------|------|
| On-time flights* | 94% | 94% |
| Complaints per 1 000 pax | 0.83 | 0.59 |
| Baggage complaints per 1 000 pax | 0.68 | 0.39 |
| Complaints answered with 7 days | 100% | 100% |

*Verified by the CAA 3 months in arrears

Ends. Friday, 6th May 2005

For further information:

Peter Sherrard - Ryanair
Tel: 00 353 1 812 1228

Pauline McAlester - Murray Consultants
Tel: 00 353 1 4980 300

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: 06 May 2005

By:___/s/ Howard Millar___

H Millar
Company Secretary & Finance Director