

NEB – AIRLINE
PROCEDURE UNDER REGULATION [EC]261/2004

1. Contact points

- 1.1. Airlines to communicate to the European Commission their contact points in charge of passenger complaints with regard to NEB procedures.
- 1.2. Airlines operating in the European market and not represented by IATA, AEA, ERA, ELFAA and IACA are to be contacted by the Commission in order to complement the list of contact points.
- 1.3. The Commission centralizes the list of contact points and disseminates it exclusively to NEB and airlines.
- 1.4. No public access to the list is admitted.
- 1.5. Airlines will communicate any changes at any time regarding those contact points.
- 1.6. The Commission will keep all interested parties concerned informed.

2. Extraordinary circumstances

- 2.1. If information provided by airlines is of a coherent and detailed character, NEB are left with a margin of flexibility and can apply a system of random checks, respecting the principle of proportionality.
- 2.2. If information is only provided in a generalised manner not allowing NEB to draw sound judgements, each incident has to be followed up on individual case-by-case assessment requesting for example, as matter of proof, logbooks, incident reports, maintenance manuals etc.

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