



National Enforcement Bodies
Regulation (EC) 1107/2006
<http://apr.europa.eu>





Member State	Organisation	Contact details
 Austria	Bundesministerium für Verkehr, Innovation und Technologie Postfach 3000 Radetzkystraße 2 A-1030 Wien	Tel: +43 1-71162/9204 Fax: +43 -1-71162/9699 Email: fluggastrechte@bmvit.gv.at Internet: www.bmvit.gv.at
 Belgium	Direction Générale Transport Aérien Rue du Progrès 80/5 B - 1030 Bruxelles	Tel: +32-2-277.43.99 or +32-2-277.44.00 Email: passenger.rights@mobilite.fgov.be Internet: www.mobilite.fgov.be
 Bulgaria	Directorate General Civil Aviation Administration 9, Dyakon Ignatii Str, BG- 1000 Sofia	Tel: +359 2 937 1047 Fax: +359 2 9805337 Email: caa@caa.bg Internet: www.caa.bg
 Cyprus	Civil Aviation Department 27 Pindarou street, CY - 1429 Nicosia	Tel: 22 404102 Fax: 22 766552 Email: director@dca.mcw.gov.cy Internet: www.mcw.gov.cy
 Czech Republic	Civil Aviation Authority of the Czech Republic Ruzyně Airport CZ - 16008 Prague	Tel: + 42-0-225.42.27.26 Fax: 42-0-220.56.18.23 Email: caa@caa.cz Internet: www.ucl.cz
 Denmark	Civil Aviation Administration Ellebjergetvej 50 DK – 2450 Copenhagen	Tel: +45-3618.60.00 Fax: +45-3618.60.01 Email: dcaa@slv.dk Internet: www.slv.dk
 Estonia	Ministry of Economic Affairs and Communications 11 Harju EE – 15072 Tallinn	Tel.: +372 6 256 342 Fax: +372 6 313 660 Email: info@mkm.ee Internet: www.mkm.ee
 Finland	Finnish Transport Safety Agency P.O. Box 320 FI – 00101 Helsinki	Tel.: +358 20 618 500 Fax: +358 20 618 5095 Email: kirjaamo@trafi.fi Internet: www.trafi.fi
 France	<u>Complaints on airlines and airports:</u> Bureau des passagers aériens Mission du droit des passagers Direction Générale de l'Aviation Civile 50, rue Henry Farman F – 75270 Paris Cedex 15	Fax: +33 1 58.09.38.45 Internet: http://www.aviation-civile.gouv.fr/

	<p>Complaints on tour operators: Ministère de l'Economie, de l'Artisanat et du travail - Service tourisme, commerce, artisanat et services Sous-direction du tourisme 23 place de catalogne F - 75685 Paris cedex 14</p>	
 Germany	Luftfahrt-Bundesamt (LBA) Hermann-Blenk-Str. 26 D - 38108 Braunschweig	Tel: +49-531.23.55.0 Fax: +49-531.23.55.710 Email: fluggastrechte@lba.de Internet: www.lba.de
 Greece	1. Hellenic Civil Aviation Authority Airport Division 2. Hellenic Civil Aviation Authority Air Transport and International Affairs Division	1. Tel: +30 210 8916424-413 Fax: +30 210 8916425 Email: d3b@hcaa.gr Internet: www.ypa.gr 2. Tel.: +30 210 8916150 Fax: +30 210 8916193 Email: d1d@hcaa.gr Internet: www.ypa.gr
 Hungary	Equal Treatment Authority Margit körút 85 H – 1024 Budapest	Tel: +361-336.78.43 Fax: +361-336.74.45 Email: ebh@egyenlobanasmod.hu Internet: www.egyenlobanasmod.hu
 Ireland	Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace I - Dublin2	Tel: +353-166.11.700 Fax: +353-166.11.269 Email: info@aviationreg.ie Internet: www.aviationreg.ie
 Italy	ENAC -Direzione Centrale Coordinamento Aeroporti Carta Diritti del Passeggero e Qualità dei Servizi Viale Castro Pretorio, 118 IT - 00185 Roma	Te.: +39 06 445961 Fax: +39 06 44596493 Email: pax.disabili@enac.gov.it Internet: www.enac.gov.it
 Latvia	Civil Aviation Agency of Latvia Airport Riga 10/1 Marupes pagasts LV – 1053 Riga	Tel: +371-678.30.936 Fax: +371-678.30.967 Email: prm@latcaa.gov.lv Internet: www.caa.lv
 Lithuania	Civil Aviation Administration Rodūnios kelias 2 LT-02188 Vilnius	Tel: +370 5 2739038; Fax: +370 5 2739237 Fax: +370 5 273 9248 Email: caa@caa.lt Internet: www.caa.lt
 Luxembourg	Direction de l'Aviation Civile 4, rue Lou Hemmer L - 1748 Luxembourg Adresse postale: BP 283, L-2012 Luxembourg	Tel: +352-247.749.00 Fax: +352-46.77.90 Email: plaintes.prm@av.etat.lu Internet: www.dac.lu

 Malta	Office for Consumer Affairs Cannon Road MT – Santa Venera SVR 1411	Tel. : +356 21.44.62.50 - 5 airpassengerrights.ccd@gov.mt www.consumer.gov.mt
 The Netherlands	Inspectie Verkeer en Waterstaat P.O. Box passenger complaints 90653 NL – 2509LR Den Haag	Tel: +31 884 890 000 Fax: +31 704 562 424 Internet: denied-boarding@ivw.nl
 Poland	Civil Aviation Office M. Flisa 2 PL - 02-247 Warsaw	Tel: +48-22.52.07.483 Fax: +48-22.52.07.347 Email: kancelaria@ulc.gov.pl Internet: www.ulc.gov.pl
 Portugal	Instituto Nacional de Aviação Civil (INAC) Rua B, Edifícios 4 PT - 1749-034 LISBOA	Tel: +21-842.35.00 Fax: +21-842.35.82 Email: dre.pdc@inac.pt Internet: www.inac.pt
 Romania	Autoritatea Națională Pentru Persoanele Cu Handicap (Ministry of Labor, Family and Social Protection National Authority for People with Disabilities) Calea Victoriei nr. 194, RO - București	Tel: + 40 21-2125438 or +40 21-2125439 Fax: +40 21- 2125443 Email: registratura@anph.ro Internet: www.anph.ro
 Slovakia	<ol style="list-style-type: none"> 1. Slovenská obchodná inšpekcia (Slovak Trade Inspection) Ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 Bratislava 27 2. Letecký úrad Slovenskej republiky (Civil Aviation Authority of the SR) Letisko M.R. Štefánika SK - 823 05 Bratislava 3. Ministerstvo dopravy, pôšt a telekomunikácií SR Ministry of Transport, Post and Telecommunications of the Slovak Republic Sekcia civilného letectva a vodnej dopravy (Directorate General of Civil Aviation) Námestie slobody č. 6, P.O.Box 100, SK - 810 05 Bratislava 	<ol style="list-style-type: none"> 1. Tel: +421 2 58272 159 or +421 2 58272 203 or +421 2 58272 240 Fax: +421 2 5341 4996 Email: ui@soi.sk Internet: www.soi.sk 2. Tel: +421 2 4363 8586 Fax: +421 2 4342 0331 Email: clerk@caa.sk Internet: www.caa.sk 3. Tel: +421 2 5273 1457 Fax: +421 2 5273 1470 Email: dgca@telecom.gov.sk Internet: www.telecom.gov.sk

 Slovenia	Ministry of Transport Langusova 4 SI-1000 Ljubljana	Tel: +386 1 478 80 00 Fax: +386 1 478 81 39 Email: gp.mzp@gov.si Internet: www.mzp.gov.si
 Spain	Agencia Estatal de Seguridad Aérea. División de Calidad y Protección al Usuario. Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID	Tel. : + 34 91 597 83 21 + 34 91 597 72 31 + 34 91 597 50 75 http://www.seguridadaerea.es/
 Sweden	Swedish Transport Agency Civil Aviation Department Vikboplan 7 SE – 60173 Norrköping	Tel: +46-771.50.35.03 Fax: +46-114.15.22.50 Email: luftfart@transportstyrelsen.se Internet: www.transportstyrelsen.se
 United Kingdom	Civil Aviation Authority 45-59 Kingsway UK - London WC2B6TE Complaint handler: <u>1. England</u> Equality and Human Rights Commission (EHRC) Helpline England Freepost MID02164 Stratford upon Avon CV37 9BR <u>2. Wales</u> Equality and Human Rights Commission Helpline Wales Freepost RRLR-GYLB-UJTA 1 st floor Callaghan Square Cardiff CF10 5BT <u>3. Scotland</u> Equality and Human Rights Commission Helpline Scotland Freepost RRLR-GYLB-UJTA The Optima Building <u>4. Northern Ireland</u> The Consumer Council for Northern Ireland 116 Hollywood Road Belfast BT41NY	Tel: +44-20-74.53.63.33 Fax: +44-20-74.53.63.22 Email (Airline Licensing): airlinelicensing@caa.co.uk Email (Air Passengers Rights): advice@caa.co.uk Internet: www.caa.co.uk Tel: 08456 046 610 Fax: 08457 778 878 Email: info@equalityhumanrights.com Tel: 08456 048 810 Fax: 08456 048 830 Email: wales@equalityhumanrights.com Tel: 08456 045 510 Fax: 08456 045 530 Email: scotland@equalityhumanrights.com Tel: 0800 1216022 Email: complaints@consumercouncil.org.uk

Other Countries	Organisation	Contact details
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 Switzerland	Federal Office of Civil Aviation FOCA Passengerrights CH - 3003 Berne	Tel: +41 31 325 95 96 Fax: +41 31 325 90 60 Email: passengerrights@bazl.admin.ch Internet: www.bazl.admin.ch

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