

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
January 16, 2007

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 January, 2007

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- \_\_\_\_\_

Strictly Embargoed for release on the Stock Exchanges /  
Scheduled for 2.00pm - 16/1/07

RYANAIR'S CUSTOMER SERVICE STATISTICS FOR DECEMBER 2006

Ryanair, Europe's No.1 low fares airline, today (Tuesday, 16th January 2007) released its customer service statistics for December 2006. Ryanair is committed to publishing customer service statistics each month which again this month confirm that Ryanair is No. 1 for Customer Service.

-80% of all Ryanair's 22,000 plus flights during December arrived on time.

-Ryanair is the No.1 on-time airline beating Easyjet every week in 2003, 2004, 2005 and 2006.

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-Complaints of less than 1 (0.2) complaint per 1,000 passengers.

-Mislaid baggage of less than 1 (0.29) mislaid bag per 1,000 passengers.

CUSTOMER SERVICE STATISTICS DECEMBER	2005	2006
On-time flights	84%	80%
Complaints per 1,000 pax	0.13	0.20
Baggage complaints per 1,000 pax	0.40	0.29
Complaints answered with 7 days	99%	99%

Ends. Tuesday, 16th January 2007

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: 16 January, 2007

By:\_\_\_/s/ James Callaghan\_\_\_

James Callaghan  
Company Secretary & Finance Director