

**Question for written answer E-003280/2025
to the Commission**
Rule 144
Virginie Joron (PfE)

Subject: Justice for airline passengers affected by poor baggage handling and long complaint response times!

The proposed revision of air passenger rights¹ aims to increase transparency and speed up complaint resolution procedures. Regulation (EC) No 889/2002² implements the Montreal Convention³, which provides for compensation for loss or delay of baggage⁴. However, while passengers whose baggage is delayed must submit their complaints within 21 days⁵ of receiving it, airlines are under no obligation to respond within a certain time period.

In addition, some airlines, including Ryanair, offer bonuses⁶ to members of staff for each oversized baggage they spot. In its response to a 2023 petition⁷ complaining about unpredictable hand luggage fees, the Commission stated that passengers must not be charged if these items meet ‘reasonable’ requirements⁸.

In view of the above:

1. What measures will the Commission put in place to guarantee that airlines respond to baggage claims rapidly?
2. How is the Commission ensuring that airlines implement the aforementioned ‘reasonable size’ principle without charging excessive hand luggage fees?

Submitted: 25.8.2025

¹ <https://www.consilium.europa.eu/en/policies/air-passenger-rights/>.

² <https://eur-lex.europa.eu/legal-content/en/ALL/?uri=CELEX%3A32002R0889>

³ [http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22001A0718\(01\):en:HTML](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22001A0718(01):en:HTML)

⁴ Ibid Article 22(2).

⁵ Ibid Article 31(2).

⁶ https://www.huffingtonpost.fr/life/article/sur-les-vols-ryanair-vous-aurez-du-mal-a-dissimuler-vos-trop-gros-bagages-voici-pourquoi_252855.html?utm_term=Autofeed&utm_medium=Social&utm_source=Facebook#Echobox=1753184456

⁷ Annex 1

⁸ Ibid Article 3(3).