

RYANAIR HOLDINGS PLC  
Form 6-K  
February 18, 2009

**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 February, 2009

**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.....

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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- \_\_\_\_\_

**Customer Service Stats for JANUARY**

Ryanair, Europe's largest low fares airline, today (18<sup>th</sup> Feb 09) released its customer service statistics for January. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair delivers Europe's best customer service.

- 89 % of Ryanair's 31 ,000+ flights during January arrived on time.
- Less than 1 (0.97) complaint per 1,000 passengers.
- Less than 1 (0.32) mislaid bag per 1,000 passengers.

**CUSTOMER SERVICE STATISTICS JANUARY**

|                                  | <b>2008</b> | <b>2009</b> |
|----------------------------------|-------------|-------------|
| On-time flights                  | 89%         | 89%         |
| Complaints per 1,000 pax         | 0.88        | 0.97        |
| Baggage complaints per 1,000 pax | 0.37        | 0.32        |
| Complaints answered with 7 days  | 99%         | 99%         |

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- Ryanair is the No.1 on-time airline beating Easyjet every week in 2003, 2004, 2005, 2006, 2007, 2008 and now in 2009.
- Ryanair is Europe's only airline to guarantee both the lowest fares and no fuel surcharges ever.
- Ryanair is also Europe's most environmentally efficient airline, operating Europe's youngest, most fuel efficient fleet.

Ends.

Wednesday, 18<sup>th</sup> February 2009

**For further information:**

**Stephen McNamara**

**Pauline McAlester**

**Ryanair**

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**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: 18 February 2009

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

James Callaghan  
Company Secretary & Finance Director