



MINISTERIO DE
FOMENTO



DIRECCIÓN DE SEGURIDAD DE LA AVIACIÓN CIVIL
Y PROTECCIÓN AL USUARIO

DIVISION DE CALIDAD Y PROTECCION AL
USUARIO

OFICIO

S/REF:

N/REF:

FECHA: 13/04/2011

CODIGO DOC:

ASUNTO: Receipt of Acknowledgment

EU CLAIM [REDACTED]

ARNHEMSESTRAAT 47,

BRUMMEN 6971AP,

PAISES BAJOS

Reference: SERGEY POGODIN

Dear Sir/Madam;

We herein confirm you the reception of your complaint against EASYJET, received in the Air Safety State Agency on 17/1/2011. We inform you that the reference number assigned to your complaint is [REDACTED]

Furthermore, we inform you that the Air Safety State Agency is the national body responsible in Spain for the enforcement of Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

Accordingly, the Air Safety State Agency provides information to passengers about their rights and obligations in cases of denied boarding, cancellation or long delay flights; Undertakes inspections at airports to check that airlines are complying with the Regulation (EC) N° 261/04, and in case it is found necessary, initiates the corresponding sanction proceeding against the airline for non-compliance with all aspects of the Regulation.

Bearing in mind that the incident described may constitute an infringement of Regulation CE 261/04, the Air Safety State Agency has requested a report about such incident to the air carrier. Once we have reviewed the report requested and obtained additional information deemed necessary, you will be provided with an answer, highlighting what your rights are and, where appropriate, mechanisms for their return.

Finally, we inform you that the investigation initiated by the Air Safety State Agency in relation to your complaint, does not affect your right to initiate legal action against the carrier by reason of the incident, or interrupt the time limits set for bring such actions.

Quality Division and Users' Protection



I Please be informed that the provided data will be included in the personal data file "Air Passenger Complaints" for management of the air passenger complaints and their processing by the Directorate General of Civil Aviation, for subsequent communication to the responsible air carriers. Likewise, the Directorate General of Civil Aviation, the organisation responsible for the data file, informs you of your right to submit an application for access and opposition to such data and their rectification or cancellation, as provided for in Organic Law 15/1999, on Protection of Personal Data".