

RYANAIR HOLDINGS PLC  
Form 6-K  
November 20, 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 November, 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.....

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 ..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- \_\_\_\_\_

### **RYANAIR NO 1 Customer Service StatISTICS - OCTOBER 2009**

Ryanair, the World's favorite airline, today (Friday, 20<sup>th</sup> November 2009) released its customer service statistics for October. Ryanair has a policy of publishing its customer service statistics each month. These confirm that Ryanair delivers Europe's No 1 customer service to airline passengers.

During the month of October 2009:

- 88% of over 37,000 Ryanair flights arrived on time.
- Less than 1 (0.62) complaint per 1,000 passengers received.
- Less than 1 (0.29) mislaid bag claim per 1,000 passengers was received.

<b>CUSTOMER SERVICE STATISTICS OCTOBER 2009</b>	<b>2008</b>	<b>2009</b>
On-time flights	86%	88%
Complaints per 1,000 pax	0.60	0.62
Baggage complaints per 1,000 pax	0.37	0.29
Complaints answered with 7 days	99%	99%

- Ryanair is the No.1 on-time airline (beating Easyjet every week since 2003);
- Easyjet hasn't published its on-time statistics since 27 April '09 - late again?;

- Only Ryanair guarantees the lowest fares and 'no fuel surcharges ever';
- Ryanair operates Europe's youngest, greenest, cleanest fleet.

Ends.

Friday, 20<sup>th</sup> November 2009

**For further information**

**please contact:**

**Stephen McNamara**

**Pauline McAlester**

**Ryanair**

**Murray Consultants**

**Tel: 00 353 1 812 1271**

**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: 20 November, 2009

By: \_\_\_/s/ Juliusz Komorek\_\_\_

Juliusz Komorek  
Company Secretary