

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 ..X..

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