



## National Enforcement Bodies under

Regulation [EC] 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91

<http://ec.europa.eu/transport/themes/passengers/air>

**Updated:** 31 August 2016

Member States	Organisation	Contact details
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 <u>Finland</u>	<p><b><u>Complaints from private consumers:</u></b>          Consumer Disputes Board          P.O. Box 306          FI - 00531 HELSINKI</p> <p><b><u>Complaints from business travellers:</u></b>          Finnish Transport Safety Agency          P.O. Box 320          FI – 00101 HELSINKI</p> <p><b><u>Supervision of the interests of consumers on a collective level (no handling of individual cases):</u></b>          Competition and Consumer Authority          Haapaniemenkatu 4 A, Box 5          FI - 00531 HELSINKI</p>	<b>Tel.</b> : +358 29 56 65200 <b>Fax</b> : +358 29 56 65249 <a href="mailto:kril@oikeus.fi">kril@oikeus.fi</a> <a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>  <b>Tel.:</b> +358 29 534 5000 <b>Fax.:</b> +358 29 534 5095 <a href="mailto:kirjaamo@trafi.fi">kirjaamo@trafi.fi</a> <a href="http://www.trafi.fi">www.trafi.fi</a>  <b>Tel.</b> : +358 29 505 3000 <b>Fax</b> : +358 9 876 4398 <a href="mailto:kirjaamo@kkv.fi">kirjaamo@kkv.fi</a> <a href="http://www.kkv.fi">www.kkv.fi</a>
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