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June 6th, 2024

Deputy Bernard Durkan,
Dáil Éireann,
Leinster House, Kildare
Street, Dublin 2.

Dáil Question No: 192

To ask the Minister for Transport to provide a breakdown of the total number of complaints and the nature of those complaints received by Irish airports over the past five years from people with disabilities and reduced mobility; and if he will make a statement on the matter.

Dear Deputy Durkan,

Thank you for your query.

Recorded complaints from people with disabilities & reduced mobility for the previous 5 years at Dublin & Cork Airports:

Year	Number of Complaints
2019	128
2020	3
2021	31
2022	59
2023	52

Nature of complaints received:

- Delayed Assistance / Wait times.
- Lack of assistance / Assistance service issue.
- Accessible facilities.
- Professionalism of staff.

Kind regards,

A handwritten signature in blue ink that reads 'Rebecca Troy'.

Rebecca Troy,
daa plc

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