



## National Enforcement Bodies Regulation [EC] 261/2004



<http://apr.europa.eu>

Member States	Organisation	Contact details
 <u>Austria</u>	Bundesministerium für Verkehr, Innovation und Technologie Postfach 3000 Radetzkystraße 2 AT - 1030 WIEN	Tel. : +43 1-711 62 65/9204 (Monday-Thursday: 9 - 12 am) Fax: +43 1-71162/9699 <a href="mailto:fluggastrechte@bmvit.gv.at">fluggastrechte@bmvit.gv.at</a>
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 <u>Finland</u>	<b><u>Complaints from private consumers:</u></b> Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI  <b><u>Complaints from business travellers:</u></b> Finnish Transport Safety Agency P.O.Box 320 FI - 00101 Helsinki  <b><u>Supervision of the interests of consumers on a collective level (no handling of individual cases):</u></b> Consumer Ombudsman & Agency Haapaniemenkatu 4 A, Box 5 FI - 00531 HELSINKI	Tel. : +358 29 56 65200 Fax : +358 29 56 65249 <a href="mailto:kril@oikeus.fi">kril@oikeus.fi</a> <a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>  Tel.: +358 20 618 500 Fax : +358 20618 5095 Email: kirjaamo@trafi.fi <a href="http://www.trafi.fi">www.trafi.fi</a>  Tel. : +358 10 19 4700 Fax : +358 9 876 4398 <a href="mailto:posti@kuluttajavirasto.fi">posti@kuluttajavirasto.fi</a> <a href="http://www.kuluttajavirasto.fi">www.kuluttajavirasto.fi</a>

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