RYANAIR HOLDINGS PLC
Form 6-K
February 11, 2004

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 February 2004

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'S CUSTOMER SERVICE STATISTICS FOR JANUARY 2004

Ryanair, Europe's No.1 low fares airline, today (11th Feb 04) released its
customer service statistics for January 2004. Ryanair is committed to publishing
customer service statistics each month and these confirm that Ryanair is also
No.1 for Customer Service.

   -92% of all Ryanair's 14 283 flights during the month of January arrived
    on time.

   -Ryanair has set the standard as the No.1 on-time low fares airline,
    beating Easyjet every week in 2004 and is the No.1 low fares airline for the
    fewest cancellations.

-Complaints registered at less than 1 (0.76) complaint per 1 000
  passengers.

-Mislaid baggage registered at 1.2 bags per 1 000 passengers.

PASSENGER STATISTICS - JANUARY 04	2003	2004
On-time flights	78%	92%
Complaints per 1000 pax	0.78	0.76
Baggage complaints per 1000 pax	1.18	1.20
Complaints answered within 7 days	100%	100%

Ends.

For further information: Paul Fitzsimmons   Pauline McAlester

                        Ryanair   Murray Consultants

                        Tel: + 353 1 812 1228 Tel: + 353 1 4980 300

Ryanair Monthly Statistics Compared with Association of European Airlines

The following comparisons are based on the Association of European Airlines
monthly performance statistics for our major competitors for the month of
Decenber 2003 and also figures published on other airline websites.

Ryanair's No 1 on-time performance compared with other Major airlines in Europe

Airline	Ranking	%
Ryanair	1	85.0
SAS	2	83.5
Lufthansa	3	81.9
Air France	4	76.3
Easyjet	5	76.2
Alitalia	6	73.4
British Airways	7	73.3

% Flights arriving within 15 minutes of scheduled time

Source: Ryanair monthly stats compared to Association of European Airlines: Dec
2003

Ryanair weekly performance punctuality statistics-www.Ryanair.com

Verified by the CAA in arrears

Ryanair No. 1 major airline for fewest lost bags

Airline	Ranking	Baggage Lost Per 1 000 Passengers
Ryanair	1	0.5

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SAS                       2                              10.9
Alitalia                  3                              17.4
Air France                4                              18.0
Lufthansa                 5                              18.5
Austrian                  6                              21.9
British Airways           7                              23.0
easyJet                                        Refuse to Publish
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Source: Ryanair monthly stats compared to Association of European Airlines: Dec
        2003
        Ryanair weekly published performance statisticss-www.Ryanair.com

Ryanair No. 1 major airline for fewest cancellations

Airline	Ranking	% flights completed
Ryanair	1	99.5
SAS	2	99.1
Lufthansa	3	99.0
British Airways	4	98.4
Air France	5	97.8
Alitalia	6	97.4
Austrian	7	96.4
easyJet		Refuse to Publish

Source: Ryanair monthly stats compared to Association of European Airlines: Dec
2003
Ryanair weekly published performance statisticss-www.Ryanair.com

Ryanair / EasyJet Punctuality Comparisons

On Times

Week Ending	Ryanair	Easyjet*	Ryanair Position
04-Jan	90%	73%	1
12-Jan	91%	80%	1
19-Jan	95%	84%	1
26-Jan	95%	89%	1

*Source: www.ryanair.com and Easyjet website

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: 11 February 2004

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By:___/s/ Howard Millar____

H Millar
Company Secretary & Finance Director
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By:___/s/ Howard Millar____

H Millar
Company Secretary & Finance Director
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