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WORKING DOCUMENT

From:	General Secretariat of the Council
To:	Working Party on Transport - Intermodal Questions and Networks
N° prev. doc.:	WK 15256 2025 INIT
N° Cion doc.:	ST 16284 2023 ADD 1 + ST 16284 2023 INIT
Subject:	Proposal for a Regulation amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/20, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union - Presidency non-paper - Comments from Sweden

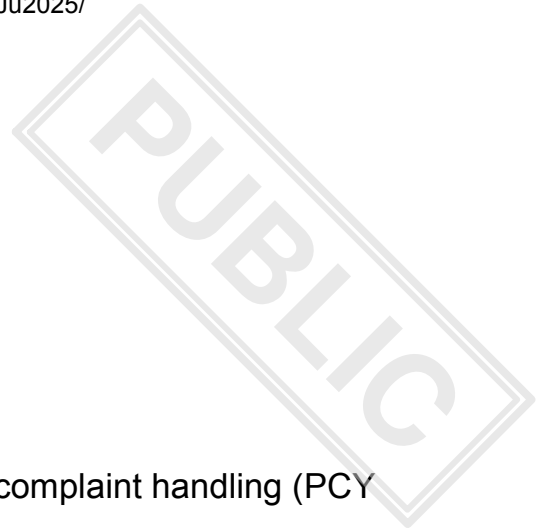
Delegates will find attached comments from Sweden on the subject above.



21 November 2025
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Ministry of Justice

Division for Intellectual Property and Transport Law



**SE written comments on individual complaint handling (PCY
non-paper (WK15256/2025/INIT))**

Sweden would like to thank the Presidency for preparing the updated non-paper regarding NEBS and the opportunity to submit written comments regarding individual complaint handling. We also have some comments regarding service quality standards which will be submitted at a later stage. Please find our comments below.

Comments regarding national complaint-handling mechanisms

In Sweden, an individual can submit a complaint to the Swedish Consumer Agency (who is also the responsible NEB when it comes to consumer related aspects) regarding a range of consumer related issues, for example marketing, terms and conditions, pricing etc.

The Consumer Agency monitors that companies comply with the regulations regarding collective consumer rights. Enforcement activities can be activated when they receive complaints about an issue that is of great importance for many consumers. This can be through complaints, but also through contact with other agencies or external monitoring.

The Consumer Agency does not resolve individual cases regarding consumers' civil law complaints, for example compensation for delays. Therefore, the consumer does not receive individual guidance after the complaint is submitted.

A consumer who wishes to have an individual claim tried can submit this to a civil court. Alternatively, the consumer can submit his or her claim to an ADR-body, which in Sweden is Allmänna Reklamationsnämnden. The decisions from the ADR-body in Sweden are not binding but companies comply with their decisions to a great extent.

The protection of consumer rights in accordance with the regulations is strong, both regarding enforcement and individual complaints. To take onboard EP:s proposal that NEBS should assess individual complaints would therefore jeopardize the Swedish legal system when it comes to consumer protection. We are therefore strongly against such a proposal.