

Booking.com Platform-to-Business (P2B) Complaint Handling Annual Report

For the period July 2020 to June 2021

Complaints handled by Booking.com

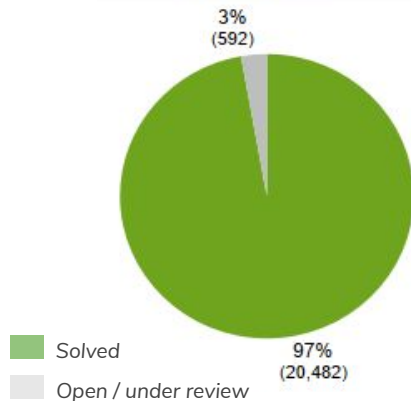
July 2020 - June 2021

21,069

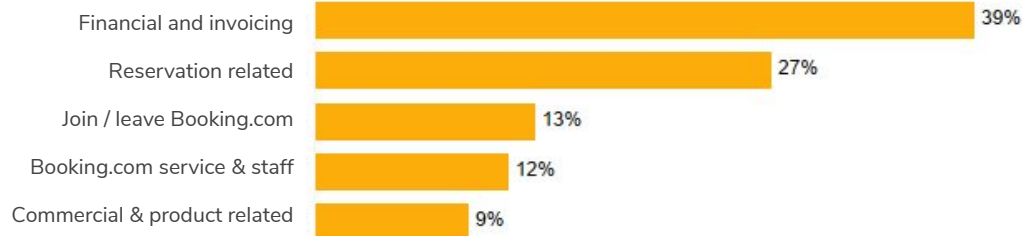
partner complaints received from approx.
15,437 partners

Total complaints solved

July 2020 - June 2021



Partner complaints divided by topic



Solved Partner complaints outcome

- We solved **97% of complaints**. On average, it took us to solve complaints:
 - **20%** solved within 3 days
 - **76%** in 4 - 7 days
 - **4%** more than a week
- In **92%** of the cases we reached an **agreement with the partner** and **8% of all the solved complaints were invalid** (complaint assessment resulted in no breach of service level agreement (SLA), nor law, or were filed incorrectly)
- From July 2020 to date, no mediation cases have been filed by partners (for EEA-based partners).