

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

For the period 1 January 2022 to 31 December 2022

Complaints handled by Booking.com

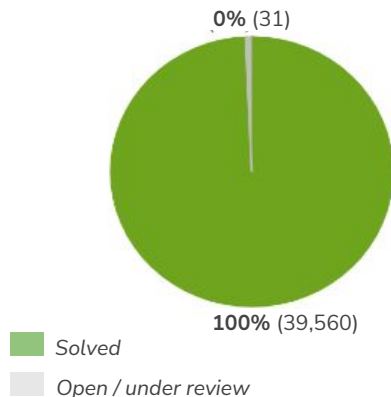
1 January 2022 - 31 December 2022

39,590

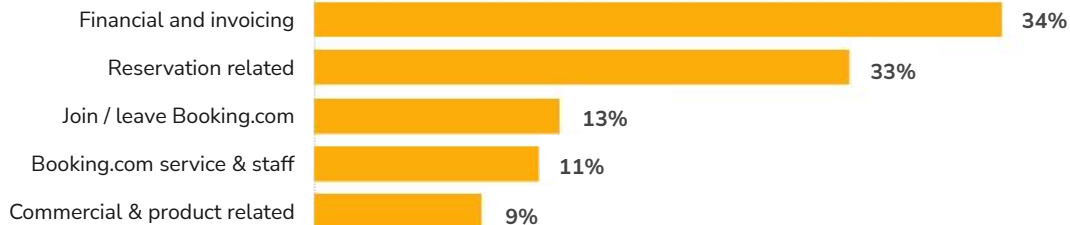
partner complaints received from approx.
23,862 partners

Total complaints solved

1 January 2022 - 31 December 2022



Partner complaints divided by topic



Solved Partner complaints outcome

- We solved **99.9% of complaints in 2022**, from which:
 - **80%** of complaints were solved within 3 days
 - **11%** of complaints were solved in 4 - 7 days
 - **9%** of complaints were solved more than a week
- In **94%** of the cases we reached an **agreement with the partner** and **6% 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 January 2022 to date, no mediation cases have been filed by partners (for EEA-based partners).