

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

For the period of January 1, 2022 to December 31, 2022

Complaints handled by Booking.com

January 1, 2022 – December 31, 2022

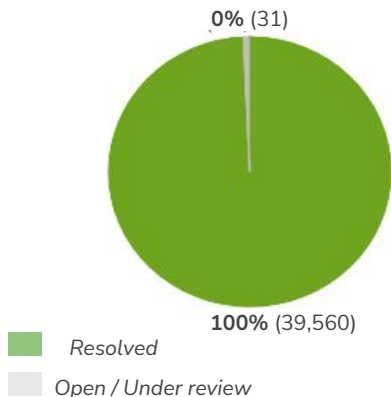
39,590

complaints received from approx.

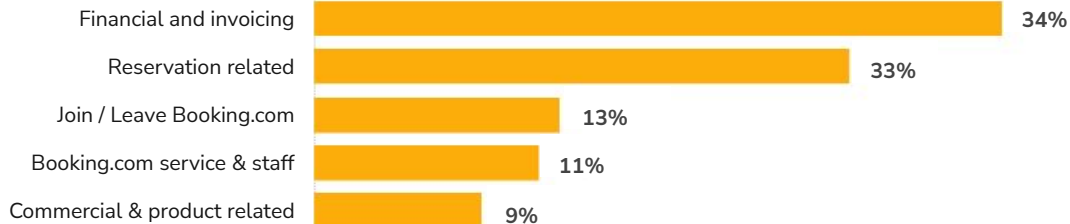
23,862 partners

Total complaints resolved

January 1, 2022 – December 31, 2022



Partner complaints divided by topic



Solved partner complaints outcome

- We resolved **99.9% of complaints in 2022**, of which:
 - **80%** were resolved within 3 days
 - **11%** were resolved within 4–7 days
 - **9%** resolved after more than a week
- In **94%** of the cases, we reached an **agreement with the partner** and **6% of all resolved 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).