

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

For the period 1 January 2023 to 31 December 2023

Complaints handled by Booking.com

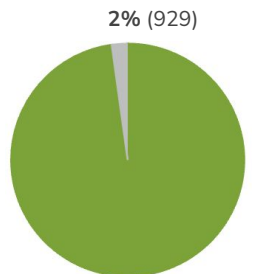
1 January 2023 - 31 December 2023

42,520

partner complaints received from approx.
25,490 partners

Total complaints solved

1 January 2023 - 31 December 2023

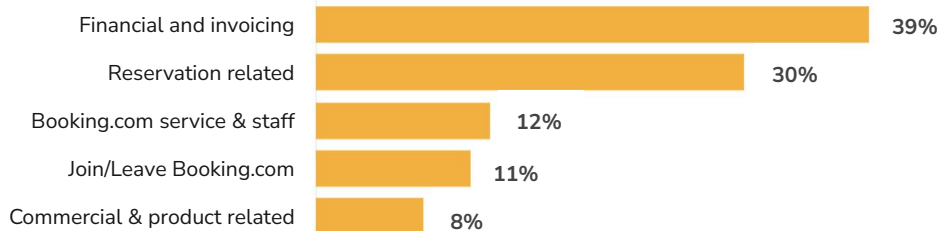


98% (41,594)

Solved

Open / under review

Partner complaints divided by topic



Solved Partner complaints outcome

- We solved **98% of complaints in 2023**, from which:
 - **80%** of complaints were solved within 3 days
 - **9%** of complaints were solved in 4 - 7 days
 - **12%** of complaints were solved within more than 7 days
- In **94%** of the cases we reached an **agreement with the partner** and **5% 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 2023 to date, no mediation cases have been filed by partners (for EEA-based partners).