

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

For the period of January 1, 2023 to December 31, 2023

Complaints handled by Booking.com

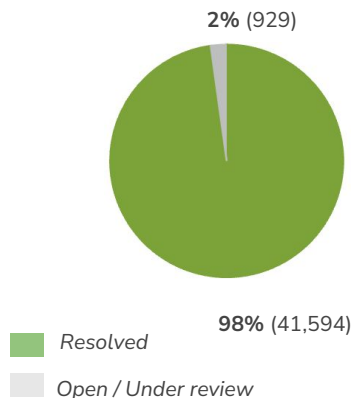
January 1, 2023 – December 31, 2023

42,520

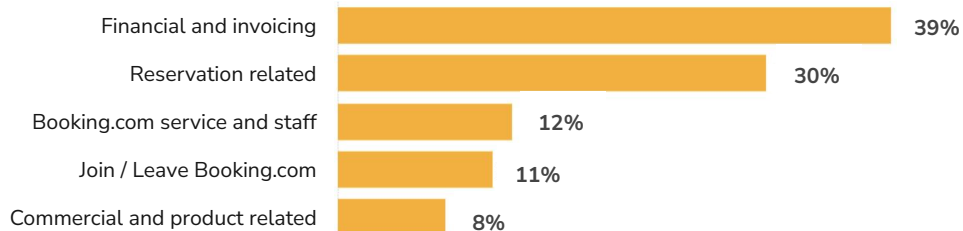
partner complaints received from approx.
25,490 partners

Total complaints resolved

January 1, 2023 – December 31, 2023



Partner complaints divided by topic



Solved partner complaints outcome

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