

Platform to Business Complaints Report

Airbnb is committed to promoting transparency for business hosts. We provide an easily accessible and effective internal complaint handling system for business hosts to lodge complaints under the EU Platform to Business Regulation (the P2B Regulation). [This report provides information about the functioning and effectiveness of that complaint handling system for the period 1 January 2023 to 31 December 2023.](#)

During this period, we received a total of 37 complaints relating to the P2B Regulation.

We resolved 94.6% of all complaints received. Of the resolved cases:

- 60% were resolved in 5 days or less
- 28.6% of cases were resolved in 10 days or less
- 11.4% of cases were resolved in more than 10 days

Types of cases:

- Verification of Host Account: 43.2% of total
- Account and Listing Suspensions: 24.3% of total
- Technological Issues: 19% of total
- Service and Product related Complaints: 13.5% of total

We received no mediation requests.