

**Autorità di Regolazione dei Trasporti**  
**Via Nizza, 230**  
**10126 Torino**

**RAIL PASSENGERS' RIGHTS**  
**UNDER REGULATION (EC) No 1371/2007**

**COMPLAINT FORM**

This form shall be used to submit a complaint to the Italian Transport Regulation Authority under Legislative Decree No 70 of 17 April 2014 implementing Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007, on rail passengers' rights and obligations.

For the complaint to be valid, please note that all fields marked with a star (\*) are mandatory.

This form shall be accompanied by a copy of a valid identity document of the passenger and of the person submitting the complaint on his/her behalf and shall be sent by registered letter with acknowledgement of receipt, by certified e-mail or by computerised complaint handling system (SiTe), once it becomes operational.

Have you already submitted a complaint to the railway undertaking since at least 30 days? (\*)

- No  Yes (this form shall be accompanied by the complaint filed to the the railway undertaking, together with the relevant acknowledgement of receipt, and by the documents attached thereto).

Have you received any answer? (\*)

- No  Yes (please attach a copy of the answer/s)

Comments

**Complaint submitted by (\*):**

Name:		Surname:	
Name (if not a natural person):			
Address:			
Tax number (if available):			
Identity document (in case of natural persons):			
Postcode:	City:	Country:	
E-mail:			
Telephone	No 1:	No 2:	

**Passenger details (if different from the claimant) (\*):**

Name:		Surname:	
Address:			
Tax number (if available):			
Identity document :			
Postcode:	City:	Country:	
E-mail:			
Telephone	No 1:	No 2:	

**Journey details (\*):**

Carrier/Railway Undertaking:			
Travel Agent/Tour Operator/Channel of Purchase :			
Booking Reference/Ticket Number (if applicable):		PNR:	
Station of Departure:		Station of Arrival:	
Intermediate Stations (if relevant):			
Scheduled time of departure - (hh:mm) :		date (dd/mm/yy)	
Scheduled time of arrival - (hh:mm) :		date (dd/mm/yy)	

**Reasons for the complaint under Regulation (EC) No 1371/2007 (\*):**

- |  |  |
|--|--|
| <input type="checkbox"/> transport of bicycle  | <input type="checkbox"/> failure to provide assistance   |
| <input type="checkbox"/> derogation or restrictive clause in the transport contract        | <input type="checkbox"/> non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility |
| <input type="checkbox"/> information concerning discontinuation of services                | <input type="checkbox"/> failure to take adequate measures to ensure passengers' personal security                                       |
| <input type="checkbox"/> travel information  | <input type="checkbox"/> handling of complaints  |
| <input type="checkbox"/> method of ticket sale   | <input type="checkbox"/> service quality   |
| <input type="checkbox"/> travel information and reservation system                         | <input type="checkbox"/> information to passengers about their rights  |
| <input type="checkbox"/> minimum insurance   |  |
| <input type="checkbox"/> advance payments in the event of death or injury of the passenger |  |
| <input type="checkbox"/> delays, missed connections and cancellations                      |  |

Please describe the problem (\*) (in capital letters if handwritten)

**Passengers requiring special assistance** (disabled persons or persons with reduced mobility)

In case of lack of assistance, please indicate:

- whether the request for assistance has been notified to the railway undertaking or to the station manager at least 48 hours before the scheduled time of departure:  Yes  No
  
- if so, whether the passenger appeared in person at the station or at the designated point, at the latest at the time established by the railway undertaking or the station manager providing the assistance (no later than 60 minutes before departure time):  Yes  No

**Annexes** (any supporting documents):

A)
B)
C)

I, the undersigned, hereby certify that the information provided in this form is true and correct.

**CLAIMANT SIGNATURE:** \_\_\_\_\_

**PASSENGER SIGNATURE** (if different from the claimant): \_\_\_\_\_

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## INFORMATION PURSUANT TO ART. 13 OF REGULATION (EU) 2016/679

Personal data will be processed only for the purpose of the proceedings relating to the assessment of infringements of Regulation (EU) No 1371/2007 on rail passengers' rights and obligations and to the imposition of penalties as provided for by the legislative decree laying down the rules on applicable penalties (Legislative Decree No 70/2014). Further, personal data may be processed for the exercise of the Authority's regulatory or monitoring functions.

For this purpose, the data controller is the Transport Regulation Authority (*Autorità di Regolazione dei Trasporti*), with head office in Turin, Via Nizza 230. If you wish to contact the Authority, please do so through the following mail address: [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it). The data protection officer is Giulia Zanchi that may be reached through the following mail address: [privacy@autorita-trasporti.it](mailto:privacy@autorita-trasporti.it).

Personal data are processed either manually or electronically. Electronic storage of personal data takes place on secure servers with strictly limited access. Paper storage of personal data is secured in places which are not open or accessible to the public.

For the sole purpose of the relevant proceeding, recipients of personal data may be transport undertakings, ticket agencies and other intermediaries of undertakings operating in the transport sector, independent authorities responsible for regulation and supervision, public authorities. Further, personal data can be processed for the legal defence of the Authority's decisions.

Personal data are stored for the period which is necessary to conclude the relevant proceeding until the deadline for appeal of the final measure. In case of appeal against the final measure closing the proceeding, personal data are stored until the final judgement. Afterwards, personal data are archived in compliance with the principle of data minimisation.

The data subject may at any time request the data controller to access, rectify or erase personal data under specific circumstances laid down by law or to restrict or object to their processing. However, the failure to provide the data required for the purpose of processing, erasure, restriction or objection to the processing may preclude the conclusion of the proceeding for which such data have been disclosed. The data subject may further request the data controller to provide data portability (i.e. the right to receive personal data in a structured, commonly used and machine-readable format).

Without prejudice to any other administrative or judicial remedy, every data subject shall have the right to lodge a complaint with the Data Protection Authority, if he or she considers that the processing of personal data relating to him or her infringes Regulation (EU) 2016/679.