

COMPLAINT FORM TO THE SERVICE PROVIDER

facsimile

Details of complainant

Name:	Surname:	
Name (if not a natural person):		
Address:		
Postcode:	City:	Country:
E-mail:		
Telephone (optional):		

Details of user (if other than the complainant) and any other passengers

Name:	Surname:
Name:	Surname:
Name:	Surname:
Name:	Surname:

Details of journey

Travel agent/tour operator/ticket vendor (if applicable):		
Reservation code/ticket number/PNR:		
Station of departure:	Station of arrival:	
Scheduled time of departure:	- hour:	date(dd-mm-yy):
Actual time of departure (where not coinciding with the scheduled time):	- hour:	date(dd-mm-yy):
Scheduled time of arrival:	- hour:	date(dd-mm-yy):
Actual time of arrival (where not coinciding with the scheduled time):	- hour:	date(dd-mm-yy):

Grounds of complaint. Please tick as appropriate next to the relevant entries (*)

- Methods of ticket sale
- Travel information and reservation systems
- Information before and during the journey
- Transport of bicycles
- Information in case of cancellation of services or delay
- Assistance in case of cancellation of services or delay
- Re-routing or reimbursement in case of cancellation of services, delay in departure or missed connection
- Delays, missed connections and cancellations
- Advance payments if a passenger is killed or injured/Minimum insurance
- Rights of disabled persons and persons with reduced mobility
- Failure to take measures to ensure passengers' personal security
- Information on passengers' rights
- Quality of service
- Difficulty in the submission of the complaint
- Derogation or restrictive clauses in the transport contract
- Other:

Choose how you wish to receive compensation/reimbursement, if due:

Vouchers or other services

(please specify the procedures laid down by the service provider for the payment in cash in accordance with applicable legislation)

The service provider may supplement the list with any additional business-relevant items.

(*) You can specify one or more reasons of complaint. For information on the rights of rail passengers under Regulation (EC) No. 1371/2007, please refer to the website of the Transport Regulation Authority at the following link:

<https://www.autorita-trasporti.it/passengers-rights-trasporto-ferroviario/?lang=en>

Description. Please describe the events with respect to all items with a tick mark

Annexes

SIGNATURE OF THE COMPLAINANT: _____

Place: _____

Date: _____

PRIVACY STATEMENT (to be filled in by the service provider)