

**RIGHTS OF PASSENGERS IN BUS AND COACH TRANSPORT**  
**UNDER REGULATION (EU) No 181/2011**

**COMPLAINT FORM**

This form shall be used to submit a complaint to the Italian Transport Regulation Authority under Legislative Decree No 169 of 4 November 2014 implementing Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011, concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 (hereinafter "EU Reg. No 181/2011").

Complaints may be submitted to the Authority in relation to regular bus and coach services<sup>1</sup> as provided for in article 1 of Legislative Decree No 169 of 4 November 2011, laying down "Rules on penalties applicable to infringements of the provisions of Regulation (EU) No 181/2011, amending Regulation (EC) No 2006/2004 concerning the rights of passengers in bus and coach transport". As regards services where the scheduled distance is less than 250 km, only certain reasons for complaint are applicable, as specified below.

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 to the following address: [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it) or by ordinary email to the following address: [reclami.bus@autorita-trasporti.it](mailto:reclami.bus@autorita-trasporti.it). Please note that online complaint handling system (SiTe) is available, which does not require further transmission of the form.

**Have you already submitted a complaint to the bus and coach undertaking since at least 90 days? (\*)**

- No  Yes (this form shall be accompanied by the relevant acknowledgement of receipt of the submission of the complaint to the carrier, and by the documents attached thereto)

**Have you received any answer? (\*)**

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

**Comments**

<sup>1</sup> Services providing the carriage of passengers by bus or coach at specified intervals along specified routes, passengers being picked up and set down at predetermined stopping points.

**Complaint submitted**

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

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

Name:	Surname:	
Address:		
Tax number:		
Identity number(in case of natural persons):		
Postal code:	City:	Country:
E-mail:		
Telefono	No 1:	No 2:

**Journey details (\*):**

Carrier/Terminal Managing Body:		
Travel agent/Tour operator (if relevant):		
Booking reference/Ticket number (if applicable):		
Terminal of departure:	Terminal of Arrival:	
Intermediate Stations (if relevant):		
Scheduled timetable (hh:mm) :		date (dd/mm/yy) <input type="text"/>

**Reasons for complaint under (EU) Reg. No 181/2011 for regular services where the scheduled distance is 250 km or more (Legislative Decree No 169 of 4 November 2014, art. 1 (3) and (5)):**

- non-issuance of the ticket
- discriminatory tariff or contract conditions
- failure to provide passenger assistance
- non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility
- delays, re-routing and cancellations
- information on cancellations and delays
- failure to provide assistance in case of cancellation or delayed departure
- information on journey and passenger rights
- failure to adopt a complaint handling system
- failure to communicate the outcome of the complaint

**Reasons for complaint under (EU) Reg. No 181/2011 for regular services where the scheduled distance is less than 250 km (Legislative Decree No 169 of 4 November 2014, art. 1 (4)):**

- discriminatory tariff or contract conditions
- non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility
- information on journey and passenger rights
- failure to adopt a complaint handling system
- failure to communicate the outcome of the complaint

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

**Annexes** (any supporting documents):

<b>A)</b>	
<b>B)</b>	
<b>C)</b>	

**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 on the processing of personal data  
pursuant to articles 13 and 14 of Regulation (EU) 2016/679**

Personal data provided to the Transport Regulation Authority (data processor) will be used for the purpose of carrying out the activities falling within its remit pursuant to legislative decree No 169/2014 (Rules on applicable penalties for infringement of the provisions of Regulation (EU) 181/2011 concerning the rights of passengers in bus and coach transport). Further, personal data may be processed for the exercise of the Authority's regulatory and monitoring functions.

The processing of data is strictly functional to the performance of these activities and will be carried out, including through IT tools, according to the modalities and within the limits, including time-related, that are necessary for the pursuit of the aforementioned purpose or are in any case connected to the exercise of its public powers, including for archiving purposes, historical research and analyses for statistical purposes.

Data may be disclosed to public entities on the basis of the provisions of law or regulation and to those who have an interest thereto pursuant to the rules on access to administrative documents.

Any interested party can exercise the rights referred to in articles 15 et seq. of Regulation (EU) 2016/679 of 27 April 2016, by addressing a request to the Transport Regulation Authority (Via Nizza n. 230 - 10126 Turin; certified email: [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it)). In particular, any interested party has the right to request, in the cases laid down by the law, access to his/her personal data and their rectification or erasure or restriction of processing, as well as to oppose to the processing of personal data concerning him or her for legitimate reasons.

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 protection officer can be contacted at: [privacy@autorita-trasporti.it](mailto:privacy@autorita-trasporti.it).

Any interested party that considers that the processing of personal data relating to him or her infringes Regulation (EU) 2016/679 shall have the right to lodge a complaint with the Data Protection Authority as the supervisory authority, or to bring the issue before the competent courts.