

**RIGHTS OF PASSENGERS WHEN TRAVELLING BY SEA AND INLAND WATERWAY  
UNDER REGULATION (EU) No 1177/2010**

**COMPLAINT FORM**

This form shall be used to submit a complaint to the Italian Transport Regulation Authority under Legislative Decree No 129 of 29 July 2015 implementing Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010, concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 (hereinafter "EU Reg. No 1177/2010").

**Complaints may be lodged with the Authority only where a complaint has already been submitted to the company since at least 60 days** (this form shall be accompanied by acknowledgement of receipt of the submission of the complaint to the carrier or terminal operator and by the documents attached thereto).

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: [art@autorita-trasporti.it](mailto:art@autorita-trasporti.it), or hand-delivered to the Authority's Registry. Please note that an online complaint handling system (SiTe) is available which does not require further transmission of the form.

If the complaint is submitted through a passenger association, this form shall be accompanied by a copy of the mandate given by the person concerned.

**Have you received any answer after 60 days from submission of the complaint to the company?(\*)**

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

**Comments**

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

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

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

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

Name:		Surname:	
Address:			
Tax number:			
Identity document :			
Postal Code:	City:	Country:	
E-mail:			
Telephone	No 1	No 2:	

**Journey details (\*):**

Carrier/Terminal Operator:			
Ship name:			
Travel agent/Tour operator (if relevant):			
Booking refence/Ticket number (if applicable):			
Port/Terminal of Departure:		Port/Terminal of Arrival:	
Intermediate Ports/Terminals (if relevant):			
Scheduled Time of departure	- (hh:mm):	date(dd/mm/yy):	
Actual Time of departure (if different from scheduled time)	- (hh:mm):	date(dd/mm/yy):	
Scheduled Time of arrival	- (hh:mm):	date(dd/mm/yy):	
Actual Time of arrival (if different from scheduled time)	- (hh:mm):	date(dd/mm/yy):	

**Reasons for the complaint under (EU) Reg. No 1177/2010 (\*):**

- non-issuance of the ticket
- discriminatory tariff or contract conditions
- non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility
- non-compliance with the obligation to provide re-routing or reimbursement in the event of cancelled or delayed departures
- non-compliance with the obligation to provide information in the event of cancelled or delayed departures
- failure to provide assistance in case of cancellation or delayed departure
- failure to adopt a complaint handling system
- failure to communicate the outcome of the complaint

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

**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 129/2015 (Rules on applicable penalties for infringement of the provisions of Regulation (EU) No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway). 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.