

Autorità di Regolazione dei Trasporti  
Via Nizza, 230  
10126 Torino

*to be sent only by registered letter with return receipt or by certified email to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it) (this form may not be used by professionals or associations lodging complaints on behalf of passengers)*

**RAIL PASSENGERS' RIGHTS**  
**UNDER REGULATION (EU) 2021/782**  
**COMPLAINT FORM for events as of 7 June 2023**

**NOTE:** complaints filed to the Authority are aimed at the exercise of its sanctioning powers; for economic claims it is possible to submit a request for dispute settlement, following the instructions on the Authority's website (<https://www.autorita-trasporti.it/art-dispute-settlement-service/?lang=en>).

If you still intend to lodge a complaint, please use the online complaint submission system (SiTe) for free-of-charge transmission and handling of complaints.

Alternatively, you can send this form, only by registered letter with return receipt or by certified email (file formats other than PDF are not accepted).

Please note that all fields marked with a star (\*) are mandatory and must be completed in full.

The complaint **must be accompanied by a copy of a valid identity document** of the passenger and of the person submitting the complaint, in case of a different person. In the case of a complaint lodged by a person acting in the name and on behalf of the passenger, a copy of the proxy conferred for this purpose must also be attached to the complaint.

**Have you already submitted a complaint to the railway undertaking within three months of the incident? (\*)**

No  Yes (a copy of the complaint showing the date of transmission **must** be enclosed herewith)

**Have you received any answer? (\*) [Please note that a complaint to the Authority is immediately dismissed unless at least thirty days or, in justified cases, three months have expired since the date of submission of the complaint to the railway undertaking]**

No  Yes (a copy of the answer/s **must** be enclosed herewith)

**Data of the claimant (\*):**

Name:	Surname:	
Name (if not a natural person)		
Address:		
Postal code:	City:	Country:
E-mail:		
Telephone (optional, useful in case of requests for clarification)		

**Passenger details (if other than the claimant) (\*):**

Name:	Surname:	
Address:		
Postal code:	City:	Country:
E-mail:		
Telephone (optional, useful in case of requests for clarification)		

**Journey details (\*):**

Railway undertaking/Station manager:		
Travel agent/Tour operator/Channel of purchase (if relevant):		
Booking reference/Ticket number (if applicable):		
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)	
Actual time of departure - (hh:mm):	date (dd/mm/yy)	
Actual time of arrival - (hh:mm):	date (dd/mm/yy)	

## Grounds for complaint under (EU) Regulation (EU) 2021/782 (\*)

- lack of pre-journey information on conditions of access and availability on board of facilities for persons with disabilities or with reduced mobility
- problems of access to station or train for persons with disabilities or with reduced mobility
- loss of or damage to equipment of persons with disabilities or with reduced mobility
- lack of assistance to person with disability or with reduced mobility (specify in the box if a request has been submitted)
- refusal to a person with disability or reduced mobility to accept a reservation/issue a ticket or request for additional cost
- lack of information during the journey on on-board services/security and safety issues
- application of a surcharge on board in the absence of a ticket office, ticketing machine or points of sale close to the station
- failure to offer the choice between alternative transport under comparable conditions and reimbursement of ticket price due to cancellation or foreseeable delay in arrival of more than 60 minutes
- failure to reimburse the ticket price due to cancellation or foreseeable delay in arrival of more than 60 minutes
- failure to provide compensation in case of recurrent delays or cancellations (season-ticket holders)
- lack of information on cancelled services
- failure to organise alternative transport services when the railway service cannot be continued
- lack of certification of delay, cancellation or missed
- lack of pre-journey information on general conditions of carriage/complaint procedures/procedures for reclaiming lost luggage
- lack of pre-journey information on ticket purchase channels/type of ticket/mode of use and related rights
- refusal to transport bicycles/lack of pre-journey information on conditions for the transport of bicycles
- lack of pre-journey information on first/second class seats/sleeping carriages and couchettes/services and facilities (including toilets, Wifi) available on board
- lack of pre-journey information on activities that can interrupt or delay the service/on services guaranteed in the event of strikes/disruptions and delays (planned and in real time)
- lack of pre-journey information on time schedules and conditions for the fastest trip/time schedules and conditions for all available fares, highlighting the lowest fares
- lack of information during the journey on next stop/main connecting services/delays
- failure to pay expenses for immediate practical needs in case of accident/failure to assist the passenger in case of an action is initiated for damages against third parties
- failure to provide compensation for delay in arrival of 60 minutes or more (single delay)
- lack of information in case of delay in departure or arrival
- failure to provide assistance (meals, refreshments) in case of cancellation or delay in departure of more than 60 minutes
- failure to provide assistance (overnight stay) in case of cancellation or delay in departure of more than 60

connection

minutes

lack of a complaint handling system

lack of information on passengers' rights

lack of final reply to complaint no later than three months

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

**Annexes** (in addition to the identity documents, any supporting information)

A)
B)
C)

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

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

**PASSENGER SIGNATURE** (if other than 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 Regulation (EU) 2021/782 on rail passengers' rights and obligations. 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 may 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; CEM: [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 contact detail of the data protection officer is: [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.

