Autorità di Regolazione dei Trasporti

Via Nizza, 230

10126 - Torino - To

ITALY

CEM: pec@pec.autorita-trasporti.it

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

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

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).

Complaints may be submitted to the Authority in relation to regular[1] bus and coach services 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 of the service is less than 250 km, only certain grounds for complaint are applicable, as specified below.

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 bus and coach undertaking within three months of the date on which the regular service was performed or should have been performed? (*)

◯ NO ◯ YES (a copy of the complaint showing the date of transmission must be enclosed herewith)

Have you received any answer? (*)

◯ NO ◯ YES (a copy of the answer/s must be enclosed herewith)

[1] 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.

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 (*):

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 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 No 181/2011. Please note that certain rights apply only to regular services where the scheduled distance of the service is 250 km or more, as specified in the brackets (*):

- ☐ discrimination in booking/issuing of tickets based on nationality
- ☐ refusal to accept a reservation from, issue a ticket to, take on board, or request for additional cost to disabled persons or persons with reduced mobility
- ☐ problems of access to bus terminal or bus for disabled persons or persons with reduced mobility
- ☐ failure to provide assistance to disabled persons or persons with reduced mobility
- ☐ loss of or damage to equipment of disabled persons or persons with reduced mobility
- ☐ refusal to a disabled person or a person with reduced mobility to travel with an accompanying person (only where the distance of the service is 250 km or more)
- ☐ damages in case of accident (death, personal injury, damage to luggage)
- ☐ lack of assistance with regard to immediate practical needs following an accident
- ☐ lack of information on cancelled or delayed departure (only where the distance of the service is 250 km or more)
- ☐ failure to provide assistance (meals, refreshments) in case of cancelled or delayed departure of more than 90 minutes (only where the distance of the service is 250 km or more and the travel time is more than three hours)
- ☐ failure to provide assistance (overnight stay) in case of cancelled or delayed departure of more than 90 minutes (only where the distance of the service is 250 km or more and the travel time is more than three hours)
- ☐ lack of alternative transport services under comparable conditions in case of cancelled or delayed departure of more than 120 minutes (only where the distance of the service is 250 km or more)
- ☐ failure to provide ticket reimbursement in case of cancelled or delayed departure of more than 120 minutes (only where the distance of the service is 250 km or more)
- ☐ failure to provide alternative transport services under comparable conditions or ticket reimbursement in case of overbooking (where the distance of the service is 250 km or more)
- ☐ failure to provide continuation of the service where the bus or coach becomes inoperable during the journey (only where the distance of the service is 250 km or more)
- ☐ lack of adequate information throughout the travel
- ☐ lack of information on passengers' rights
- ☐ lack of a complaint handling system
- ☐ failure to provide a final reply to the complaint no later than 3 months

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

Annexes (in addition to 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 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 carriers, infrastructure managers, ticket vendors and other entities involved in the management of requests and in the exercise of the institutional functions of the Authority as well as 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). 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.

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.