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

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).

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 within two months of the date on which the 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)

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 Operator:			
Ship name:			
Travel agent/Tour operator (if relevant):			
Booking reference/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):	
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 1177/2010 (*):

- ☐ non-issuance of the ticket/discrimination in booking, issuing of tickets or contract conditions based on nationality
- ☐ lack of information on cancelled or delayed departure
- ☐ failure to provide the choice between reimbursement of the ticket price or re-routing under comparable conditions in case of cancelled or delayed departure of more than 90 minutes (not applicable to cruises)
- ☐ failure to provide reimbursement of the ticket price in case of cancelled or delayed departure of more than 90 minutes (not applicable to cruises)
- ☐ failure to provide compensation in the event of delay in arrival at the final destination (not applicable to cruises)
- ☐ refusal to accept a reservation from, issue a ticket to, embark or request for additional cost, or refusal of request to travel with an accompanying person to disabled persons and persons with reduced mobility
- ☐ problems of access to port or ship for disabled persons or persons with reduced mobility
- ☐ lack of assistance to disabled persons or persons with reduced mobility
- ☐ loss of or damage to equipment of disabled persons or persons with reduced mobility
- ☐ non-compliance with the other obligations for the protection of disabled persons and persons with reduced mobility
- ☐ failure to provide assistance (meals, refreshments) in case of cancellation or delay in departure of more than 90 minutes
- ☐ failure to provide assistance (overnight stay) in case of cancellation or delay in departure of more than 90 minutes
- ☐ 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 2 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 129/2015 (Rules on applicable penalties for infringement of the provisions of Regulation (EU) 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 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.