

Autorità di Regolazione dei Trasporti
Via Nizza, 230
10126 Torino

**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").

Please note that the Authority can take up your complaint only if it has already been filed to the carrier since at least 60 days (this form shall be accompanied by the relevant acknowledgement of receipt proving that the complaint has been submitted to the carrier or terminal operator and by the documents attached thereto).

For the complaint to be valid, 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, by ordinary email to the following address: art@autorita-trasporti.it, by computerised complaint handling system (SiTe) or delivered by hand to the Authority's Registry.

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? (*)

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

Comments

Complaint submitted by (*):

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

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

Name:		Surname:	
Address:			
Tax number (if available):			
Identity document :			
Postcode:	City:	Country:	
E-mail:			
Telephone	No 1:	No 2:	

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):	
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

- non-compliance with the obligation to provide 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):

A)	
B)	
C)	

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 UNDER PERSONAL DATA PROTECTION CODE (LEGISLATIVE DECREE No 196 of 30 June 2003)

Data supplied through this form will be treated manually and/or electronically for the sole purposes of the proceedings relating to the assessment of infringements and the imposition of sanctions falling within the Transport Regulation Authority's remit pursuant to Legislative Decree No 70 of 17 April 2014. Information on the Data controller and the Data processor are available on the Authority's website. The person concerned may at any time contact the Data controller to verify, amend, update, delete his/her data or oppose to their processing, if it is found that the data have been processed in breach of laws or regulations in force.

Pursuant to the provisions of Legislative Decree No 196 of 30 June 2003, I hereby authorise the Transport Regulation Authority to handle the personal data contained in this form for the purposes specified above.

CLAIMANT SIGNATURE: _____

PASSENGER SIGNATURE (if different from the claimant): _____

Place: _____

Date: _____

(*) Please note that all fields marked with a star (*) are mandatory.