**PASSENGER RIGHTS COMPLAINT FORM**

**when travelling by bus or coach [Regulation (EU) No Regulation (EU) No 181/2011 concerning the rights of passengers in bus and coach transport]**

# INSTRUCTIONS

1. Passengers who wish to file a complaint against a carrier or terminal operator should keep a copy of the written complaint for the records. The complaint may concern: lack of assistance, lack of compensation for loss of damage of mobility equipment, lack of information, lack of reimbursement and re-routing in the event of delayed or cancelled departures, lack of compensation or other.
2. The carrier or terminal operator shall give the complainant within 1 month a notice that the complaint is substantiated, rejected or still being considered. The final reply to the complainant shall be given no longer than 3 months from the receipt of the complaint. (Article 27 of Regulation (EU) No 181/2011).
3. For complaints such as baggage claims or ticketing issues, these, too, shall be submitted first to the carrier or terminal concerned. Should you not receive a reply, or if you are not satisfied with the reply, the European Consumer Centres in any Member State of the EU can be contacted for further advice.
4. Please note that the competent authorities of Member States are under EU law not obliged to take binding decisions in respect of individual complaints. If you are still not satisfied with the carriers or terminals response, even following the answer from the competent authority, you will have to pursue the matter in Court or through alternative dispute resolution. Please consult the Member State concerned in order to consult their individual competences under national law.

**Complaint submitted to:**

**Complaint submitted by:**

|  |  |
| --- | --- |
| Name: | Surname: |
| Address: |
| Postcode: | City: | Country: |
| E-mail: |
| Telephone number | Nr 1: | Nr 2: |

**Passenger details (if different from the person submitting the complaint; please include details of all passengers):**

|  |  |  |
| --- | --- | --- |
| Name of passenger(s) | Indicate if Special Assistance required | Ticket price |
|  |  |  |
|  |  |  |
| Address: |
| Postcode: | City: | Country: |
| E-mail: |
| Telephone number | Nr 1: | Nr 2: |

**Journey details:**

|  |
| --- |
| Carrier: |
| Travel agent or tour operator (if relevant): |
| Booking Reference/Ticket Number (if available): |
| Place (bus terminal, bus stop) of departure: | Place (bus terminal, bus stop) of arrival: |
| Intermediate stops(s) (if relevant): |
| Scheduled time of departure:hh  dd  mm  yy  Actual time of departure:hh  dd  mm  yy  Scheduled time of arrival:hh  dd  mm  yy  Actual time of arrival:hh  dd  mm  yy  |
| Bus stop or bus terminal where the incident occurred (if not during the journey) or location where the incident occurred: |

|  |
| --- |
| **Reasons for the complaint:** |
| **Cancellation / Delay** | **Accessibility (for disabled persons and****persons with reduced mobility)** |

|  |  |
| --- | --- |
| Lack of informationFailure to provide appropriate assistance (e.g. snacks or meals) in case of cancellation or delay of more than 90 minutesCompensation for not providing the choice between re-routing and reimbursement | DiscriminationLack of appropriate assistance (in terminals/on board of buses or coaches)Loss/Damage of mobility equipment |
| **Other** (e.g. discriminatory tariffs or contractual terms) |



PROBLEM DESCRIPTION IN CAPITAL LETTERS (if handwriting) (MAXIMUM 5000 CHARACTERS)

Have you already undertaken any action to address the problem(s) encountered (e.g. if you are submitting this form to the national enforcement body, have you already submit a complaint to the carrier)?

YES NO

If yes, please indicate to whom your previous complaint or query was sent (attach your complaint or query and the reply received if any):

**PLEASE ATTACH RELEVANT DOCUMENTS** (copy of ticket/reservation including its cost, receipt copies of additional expenses if claiming reimbursement of extra costs, copy of the complaint sent to the carrier or any other body and their reply,)

Data protection rules apply. **I hereby authorise the recipient of this complaint to share my personal data with other relevant parties if required for the processing of my complaint** YES  NO 

# I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers

………………………………

# (signature)