

# COMPLAINT FORM TO THE SERVICE PROVIDER



## Details of complainant

Name:		Surname:	
Name (if not a natural person):			
Address:			
Postcode:	City:	Country:	
E-mail:			
Telephone (optional):			

## Details of user (if other than the complainant) and any other passengers

Name:		Surname:	
Name:		Surname:	
Name:		Surname:	
Name:		Surname:	

## Details of journey

Travel agent/tour operator/ticket vendor (if applicable):			
Reservation code/ticket number:			
Terminal/stop of departure:		Terminal/stop of arrival:	
Scheduled time of departure:		- hour:	date(dd/mm/yy): <input type="text"/>
Actual time of departure (where not coinciding with the scheduled time) - hour:		date(dd/mm/yy): <input type="text"/>	
Line (if applicable):			

**Grounds of complaint for regular services where the scheduled distance is 250 km or more. Please tick as appropriate next to the relevant entries (\*)**

- Ticket issue/Discriminatory tariff or contract conditions
- Rights of disabled persons or persons with reduced mobility
- Information in case of cancellation or delay in departure
- Assistance at terminals in case of cancellation or delay in departure
- Re-routing or reimbursement in case of cancellation, delay in departure or overbooking
- Travel information
- Information on passengers' rights
- Difficulty in the submission of the complaint
- Other:

Choose how you wish to receive compensation/reimbursement, if due:

Vouchers or other services

**Grounds of complaint for regular services where the scheduled distance is less than 250 km. Please tick as appropriate next to the relevant entries (\*)**

- Discriminatory tariff or contract conditions
- Rights of disabled persons or persons with reduced mobility
- Travel information
- Information on passengers' rights
- Difficulty in the submission of the complaint
- Other:

Choose how you wish to receive compensation/reimbursement, if due:

Vouchers or other services

(\*) You can specify one or more reasons of complaint. For information on the rights of bus and coach passengers under Regulation (EU) No. 181/2011, please refer to the website of the Transport Regulation Authority at the following link: <https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?lang=en>

**Description. Please describe the events with respect to all items with a tick mark**

**Annexes**

Proxy and user identity document (in case the complaint is submitted by a person other than the user)

Other attachments: ...

SIGNATURE OF THE COMPLAINANT: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Si prega di consegnare questo modulo a : TICKET POINT AREZZO, VIA PIERO DELLA FRANCESCA, 1

Via Posta: TIEMME S.P.A., VIA GUIDO MONACO 37, 52100 AREZZO

Via mail: [commerciale@tiemmespa.it](mailto:commerciale@tiemmespa.it)

Via PEC: [tiemmespa@pec.it](mailto:tiemmespa@pec.it)

I dati personali dell'utente che presenta un reclamo o avanza una segnalazione, tramite il presente modulo, saranno trattati avendo rispetto della persona fisica e secondo i principi in materia di riservatezza dei dati personali, così come sancito dal Regolamento UE 2016/679. e D.lgs. 101/2018.