



Ferrovie Appulo Lucane



FORM BUS COMPLAINT

FERROVIE APPULO LUCANE

CORSO ITALIA N. 8

70125 - BARI

ITALY

relazioniesterne@ferrovieappulolu

It is no possible to file a complaint by phone.

Name:	Surname:
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It is no possible to file a complaint by phone:

Address:

Zip Code:	City:	State:
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E-mail:

Phone number (optional):

Data of the user (if different from the complainant) and of other passengers

Name:	Surname:
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Name:	Surname:
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Name:	Surname:
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Name:	Surname:
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Travel Details

Mode of purchase of the travel document (ticket office – self – online)

Bus number:	Ticket number:
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Departure station:	Arrival station:
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Scheduled departure time:	time:	date(dd/mm/yy)
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Effective departure time (if not coinciding with the scheduled time)	time:	date(dd/mm/yy)
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Scheduled arrival time	time:	date(dd/mm/yy)
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Effective arrival time (if not coinciding with the scheduled time)	time:	date(dd/mm/yy)
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Reasons for the complaint. Please indicate a check mark close to the relevant entry

<input type="checkbox"/> Terms and conditions or discriminatory tariffs	<input type="checkbox"/> Rights of disabled people or with reduced mobility
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<input type="checkbox"/> Travel information	<input type="checkbox"/> Passengers' rights information
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Difficulty in filing the complaint

Other

Please select how to receive the reimbursement if due:

<input type="checkbox"/> Substitute travel document	<input type="checkbox"/> Cash
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<input type="checkbox"/> Bank transfer	IBAN: <input type="text"/>
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Account holder

BIC/SWIFT

Please note: It is mandatory to attach the copy of an ID and the copy of the travel document.

Description: please describe the event with regard to all the entries you have checked

Attachments:

Authorisation and ID of the user (in case if the complaint is filed by a subject different from the user)

Other attachments...

SIGNATURE OF THE PARTY SUBMITTING THE CLAIM: _____

Place: _____

Date: _____

(*) It is possible to indicate one or more complaints. For information regarding the passengers' rights of the services with buses recognised by the (EC) regulations n. 1371/2007, it is possible to visit the website of the Regulation Authority at the address:

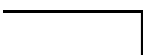
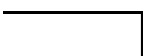
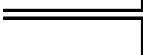
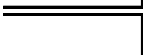
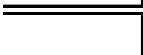
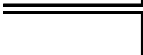
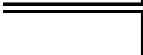
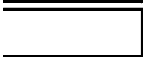
<https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus/>

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