

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]

This complaint form can be used to submit a complaint to the carrier concerned or to the national enforcement body responsible for bus and coach passenger rights. The use of this form is not mandatory, but it is intended to support the work of the NEBs and respond to the request of several NEBs to have a harmonised model form provided by the European Commission. It will be posted on the Wiki for guidance only.

According to Article 28(3) of Regulation (EU) No 181/2011, a Member State may decide that passengers as a first step shall submit a complaint to the carrier in which case the national enforcement body shall act only as an appeal body for the complaints not resolved by carriers. In those Member States, you have to send the complaint form first to the carrier. To the Commission's knowledge, this is the case in the following Member States: Belgium, Denmark, Germany, Estonia, Ireland, Croatia, Italy, Cyprus, Latvia, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Romania, Slovenia, Slovakia, Finland, and Ireland. Other countries: Norway and the United Kingdom.¹ Since the vast majority of the Member States require submitting a complaint first to the carrier, the instructions here below are drafted mainly for complaints against carriers.

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:

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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 <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Actual time of departure:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Scheduled time of arrival:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
Actual time of arrival:	
hh <input type="text"/>	dd <input type="text"/> mm <input type="text"/> yy <input type="text"/>
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)
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<input type="checkbox"/> Lack of information <input type="checkbox"/> Failure to provide appropriate assistance (e.g. snacks or meals) in case of cancellation or delay of more than 90 mins <input type="checkbox"/> Compensation for not providing the choice between re-routing and reimbursement	<input type="checkbox"/> Discrimination <input type="checkbox"/> Lack of appropriate assistance (in terminals/on board of buses or coaches) <input type="checkbox"/> Loss/Damage of mobility equipment
<input type="checkbox"/> 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

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(signature)

Information on your passenger rights should be available on board of buses and coaches and in bus and coach terminals.

For further information:

- Visit the European Commission's passenger rights website at:
europa.eu/youreurope/travel
- Download the EC passenger rights Smart App:



- Contact a national enforcement body:
<https://transport.ec.europa.eu/document/download/46c02909-95c7-4bdf-a571-29f3b7694356>
- Call Europe Direct on 00 800 6 7 8 9 10 11
- European Consumer Centres are also there to help you: ec.europa.eu/consumers/ecc