

COMPLAINT FORM

**Drawn up in accordance with the**

**provisions of the ART (Transport Regulatory Authority)**

**in measure 3.3 of Annex A to Resolution 83 of 2019**

The undersigned.…………………………………..born……………………..il……../…………/……….resident in………….…..

Street/square………………………………………………………….n° …………………….

Telephone number………………………………………………………….e-mail adress…………………………..……………………….

Holder of the travel document n°.............................. related to the route from............... a.............. the

 day.............. At............

File a complaint about the occurrence of the following reason:

1. Failure to start the social unit

2. Delay in the arrival of the social unit

3. Other (specify the reason for the complaint)

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………

**• For complaints concerning refund requests,** the company reserves the right to respond to this complaint in accordance with the provisions of Article 24, paragraph 2, of EU Regulation no. 1177/2010 of which the text is reported “ Where a passenger falling within the scope of this Regulation wishes to lodge a complaint with the carrier or terminal operator, he or she shall transmit it within two months of the date on which the service was provided or should have been provided. Within one month of receipt of the complaint, the carrier or terminal operator shall notify the passenger that the complaint has been accepted, rejected or is still being examined. The time required to respond definitively shall not exceed two months from receipt of a complaint.".

The complainant declares to have read, on the company's website complaint section and on the transport regulations article 15, the information for reimbursement requests (methods, timing, failure to respond to the complaint, compensation) as established by the ART (Transport Regulatory Authority) in Annex A to Resolution 83 of 2019.

**No.B. In order for the complaint to have followed, it is necessary to attach to this form a copy of the travel document, taking care to keep the original until the dispute is closed.**

**• For complaints concerning accidents and complaints,** the company reserves the right to respond to this complaint no later than 10 days from its submission as per law.

The complainant declares to have read, in the complaints section of the site and art. 16 of the transport regulations, the methods of presentation and timing of accidents and complaints.

**No.B. In order for the complaint for accidents and complaints to have followed, it is necessary to attach to this form a copy of the travel document and any other document useful for the evaluation of the event.**

Palace and date SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

It also declares:

* to have read the legislation relating to the processing of data in accordance with the provisions of the privacy policy (GDPR) viewable at [www.alilaurogruson,it/Privacy-Policy](http://www.alilaurogruson,it/Privacy-Policy);
* to have been informed: of the identity of the data controller; the identity of the Data Protection Officer; the extent and methods of processing; the purposes of the processing;

the rights to revoke and modify consent. For the effect, pursuant to and for the purposes of art. 7 et seq. and Article 13 of Reg. (EU) 2016/679, by sending this form you consent to the processing of personal data in the manner and within the limits of the information provided.

Therefore, it gives consent to the processing and also declares to have fully read, understood and signed the information.

Palace and date SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### ALILAURO GRU.SO.N. S.p.A.

#### Via Luigi de Maio, 45 80067 - Sorrento (NA) 081.878.14.30 info@alilaurogruson.it

#### P.Iva : 02763161219 - Cod.Fisc : 05795580637