

COMPLAINT FORM TO SISTEMI TERRITORIALI S.P.A.

Sistemi Territoriali S.p.A.
Piazza G. Zanellato, 5
I-35131 PADOVA
ITALIA

email: reclami@sistemiterritorialispa.it

PEC: sistemiterritorialispa@legalmail.it

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/PNR:		
Station of departure:	Station of arrival:	
Scheduled time of departure:	- hour: <input type="text"/>	date(dd-mm-yy): <input type="text"/>
Actual time of departure (where not coinciding with the scheduled time):	- hour: <input type="text"/>	date(dd-mm-yy): <input type="text"/>
Scheduled time of arrival:	- hour: <input type="text"/>	date(dd-mm-yy): <input type="text"/>
Actual time of arrival (where not coinciding with the scheduled time):	- hour: <input type="text"/>	date(dd-mm-yy): <input type="text"/>

Please, attach the travel ticket

Grounds of complaint. Please tick as appropriate next to the relevant entries (*)

- Methods of ticket sale
- Travel information and reservation systems
- Information before and during the journey
- Transport of bicycles
- Information in case of cancellation of services or delay
- Assistance in case of cancellation of services or delay
- Re-routing or reimbursement in case of cancellation of services, delay in departure or missed connection
- Delays, missed connections and cancellations
- Advance payments if a passenger is killed or injured/Minimum insurance
- Rights of disabled persons and persons with reduced mobility
- Failure to take measures to ensure passengers' personal security
- Information on passengers' rights
- Quality of service
- Difficulty in the submission of the complaint
- Derogation or restrictive clauses in the transport contract
- Other:

- Compensation/reimbursement, if due, will be made by bank transfer:

Bank account holder:

IBAN:

(*) You can specify one or more reasons of complaint. For information on the rights of rail passengers under Regulation (EC) No. 1371/2007, please refer to the website of the Transport Regulation Authority at the following link:
<https://www.autorita-trasporti.it/passengers-rights-trasporto-ferroviario/?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: ...

PRIVACY POLICY

Customers of the regional railway public transport service can find information about the processing of their personal data by Infrastrutture Venete S.r.l. (Piazza G. Zanellato 5, 35131 Padova; CF and VAT number 03792380283; Tel: +39.049.0979128; e-mail: info@infrastrutturevenete.it PEC: info@pec.infrastrutturevenete.it and e-mail of the DPO dpo@infrastrutturevenete.it) and Sistemi Territoriali SpA (Piazza G. Zanellato 5, 35131 Padova; CF 06070650582; VAT number 0307560027; Tel. +39.049.774999; e-mail: info@sistemiterritorialispa.it PEC: sistemiterritorialispa@legalmail.it email of the DPO: dpo@sistemiterritorialispa.it) on their respective websites or by contacting the Companies at one of their addresses.

SIGNATURE OF THE COMPLAINANT: _____

Place: _____

Date: _____