

COMPLAINT-HANDLING MECHANISM

According to Decision No 28/2021 by the Italian Transport Regulation Authority about the "Measures concerning the minimum rights that may be claimed by users of rail and bus and coach transport services against service providers and managing bodies of the related infrastructure with regard to the handling of complaints", Sistemi Territoriali S.p.A. adopts the following complaint-handling mechanism starting from 01.01.2022.

Complaints can be submitted in English, in addition to the Italian language; in this case, the reply shall be sent in the same language. Users lodge their complaints by several channels:

- through the "WEBFORM" available in the "RECLAMI" section of the website www.sistemiterritorialispa.it;
- by filling in the [PRINTABLE FORM](#) downloadable from the "RECLAMI" section of the site; in this case, the form has to be sent by:
 - e-mail, exclusively addressed to reclami@sistemiterritorialispa.it
 - registered letter with acknowledgment of receipt to: **Sistemi Territoriali S.p.A.**

**Piazza G. Zanellato, 5
I-35131 PADOVA
ITALIA**

The user may lodge the complaint without using the above form, provided that the following minimum information is indicated:

- ✓ user information (first name, surname, address) and representative, if any, by attaching in this case, proxy and user identity document;
- ✓ details of journey made or planned (date, time of departure, origin and destination) and transport contract information (reservation code or ticket number) or travel pass copy;
- ✓ description of non-compliance of the service with respect to one or more requirements laid down under EU or national legislation or our service charter [Carta dei Servizi della Mobilità](#).

Sistemi Territoriali S.p.A. provides a reasoned response to the complaint within 30 days, indicating whether the complaint is accepted or rejected. In justified cases, Sistemi Territoriali informs the user that he/she will receive a response within 90 days from the date of receipt of the complaint.

For the purpose of the expiry of the above time limits, the complaint is considered to have been:

- transmitted and received on the day it has been sent, in case of submission by email or website;
- received on the day it was delivered, in case of submission by registered post via a postal address.

If the user have not received a reply within 30 days (90 days in justified cases) or believe that the response received is not satisfactory, he/she can forward the complaint to the Italian Transport Regulatory Authority (ART Autorità di Regolazione dei Trasporti) through their Telematic Complaints Acquisition System (SiTe), accessible from the website: www.autorita-trasporti.it, or by sending the appropriate "Complaint form" - also available from the abovementioned website - to the following address: Via Nizza 230, 10126 Turin, or by email: pec@pec.autorita-trasporti.it

Società per Azioni

Capitale Sociale € 6.141.995,00 i.v.
Registro Imprese di Padova n° 06070650582
Codice fiscale 06070650582
Partita I.V.A. 03075600274



www.sistemiterritorialispa.it

Sede Legale:

Piazza G. Zanellato, 5 – 35131 Padova
tel. 049.774999 fax 049.774399
e-mail: info@sistemiterritorialispa.it
sistemiterritorialispa@legalmail.it

Uffici Esercizio Ferroviario:

Viale degli Alpini, 23 – 35028 Piove di Sacco (PD)
tel. 049.5840265 fax 049.9702995
e-mail: ferroviadriamestre@sistemiterritorialispa.it
ferroviadriamestre@pec.sistemiterritorialispa.it

If the complaint is not within the responsibility of Sistemi Territoriali, this shall transmit the complaint, promptly and in any case within one month of receipt, informing the user accordingly:

- to the competent station manager/terminal managing body or to the digital platform operator, that shall provide a substantiated reply to the user within the defined timeframe;
- to the competent service provider in case of an integrated travel pass, that shall provide a substantiated reply to the user within the defined timeframe.

The user shall be entitled to receive automatic compensation of the travel pass price related to the transport service to the extent of:

- 10 % in case the reply is given between the 91st and 120th day as of receipt of the complaint;
- 20 % in case of non-reaction within the 120th day as of receipt of the complaint.

In the case of season tickets, the amount of the compensation payable to the user where the reply is provided after the referred deadline, is defined as follows:

- 5 % in case the reply is given between the 91st and 120th day as of receipt of the complaint;
- 10 % in case of non-reaction within the 120th day as of receipt of the complaint.

The above compensation is not payable where:

- Its amount is below € 4,00;
- complaint has not been lodged by the user according to the procedures, minimum information and timeframes laid down;
- the user has already received the compensation in respect of a complaint concerning the same journey.

La Direzione

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