

BUS TERMINAL COMPLAINT FORM

This form, including the privacy notice duly signed, must be used to submit, by registered mail with return receipt, a complaint or report to FS Park S.p.A. concerning the rights and obligations of passengers in bus transport (ART Resolution No. 28/2021).

For the handling of your complaint/report, it is necessary to indicate at least:

1. identifying details of the user (first name, last name, and mailing address to which the response should be sent) and, where applicable, of the representative, enclosing in such case a power of attorney and a copy of the user's identity document;
2. where available, the details of the journey taken or planned (date, departure time, origin and destination, bus number or ticket code), and of the Bus Terminal where the event occurred;
3. a description of the issue, namely the non-compliance of the bus station service with one or more requirements set out in European or national legislation and in the Bus Terminal Information Document (P.I.A.) of FS Park S.p.A.





COMPLAINT/REPORT FORM BUS TERMINAL

For the attention of:

FS Park S.p.A.
Piazza della Croce Rossa, 1 – 00161
Rome (RM), Italy

Subject: Complaint/Report

The undersigned..... residing in
..... represented by
(where applicable, delegated representative),
who for the purposes of this procedure declares that any communications and
responses should be sent to the following contact details (optionally indicate a
telephone number and mandatorily provide the full postal address or email address to
which the response should be sent):.....
.....
.....

hereby states as follows:
(In this section of the complaint/report, the elements indicated in points 2 and 3
above must necessarily be provided)

[Space for description of the complaint/report]

List of attached documents, if any:

- 1)
- 2)
- 3)

Date ___ / ___ / _____

Signature