

## FORM FOR COMPLAINT TERMINAL BUS

This form, including the duly signed information on the processing of personal data, must be used to send via registered letter with return receipt to FS Park S.p.A. a complaint or report related to the rights and obligations of passengers in bus transport (ART Resolution n. 28/2021).

To be able to manage your complaint/report, please send, at least, the following information:

1. identification data (name, surname and email address to which you wish to receive a reply) of the user and of any representative, attaching in this case the delegation and an identity document of the user;
2. if available, the identification references of the journey carried out or planned (date, departure time, origin and destination, bus number and or ticket code), and of the bus station in which the event occurred;
3. the description of the problem, i.e. the inconsistency of the station service detected with respect to one or more requirements defined by the European or national legislation and by the FS Park S.p.A. bus station information Prospectus.

Via Marsala, 41 – 00185 Roma

FS Park S.p.A. - Gruppo Ferrovie dello Stato Italiane  
Società con socio unico soggetta alla direzione e coordinamento  
di FS Sistemi Urbani S.p.A.  
Tel. +39 Tel. +39 06 44106573/ 06 44106569  
Email: [info@fspark.it](mailto:info@fspark.it)  
Pec: [fspark@pec.fspark.it](mailto:fspark@pec.fspark.it)

Sede legale: Piazza della Croce Rossa, 1 – 00161 Roma  
Cap. Soc. Euro: 3.016.463,30 i.v.  
Iscritta al Registro delle Imprese di Roma (Tribunale di Roma)  
Cod. Fisc. e P. IVA 04942261001 - R.E.A. 820585



UNI EN ISO  
9001:2015



UNI EN ISO  
14001:2015



Associazione Italiana Operatori Sosta e Mobilità



**COMPLAINT/REPORT FORM  
TERMINAL BUS**

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

**Complaint/Reports**

The undersigned.....  
resident in .....,  
represented by (possible representative).....  
....., who for the purposes of this proceeding declares that he/she  
wishes to receive any communications and response to the following address  
(optionally indicate a telephone number and mandatory the complete email  
address to which you wish to receive a response).....  
.....

represent the following:

(in this part of the complaint/report the elements indicated in points 2 and 3 above must  
necessarily be provided)

*[space for the description of the complaint/report]*

List of attached documents, if any:

- 1)
- 2)
- 3)

Date

Signature