



COMPLAINT FORM

Drafted in accordance with the provisions of ART
(Transport regulatory authority) to measure 3.3
of Annex A to Resolution 83 of 2019

I, the undersigned _____ born in _____ on ____/____/____ Resident in _____

address _____ n° _____ Postal Code _____

Telephone _____ email address _____

Ticket Owner n° _____ of the trip from _____ to _____ at day _____ at hour _____

Submit a complaint for the following reason:

1. Failure to leave the social unit
2. Delay in the arrival of the social unit
3. Other (specify the reason for the complaint) _____

The company reserves the right to respond to this complaint no later than 10 days from its submission, in accordance with the provisions of Article 24, paragraph 2, of the Regulations.

The complainant declares to have read the information relating to the complaint (methods, timing, failure to respond to the complaint, compensation) as established by ART (Transport Regulatory Authority) in Annex A to Resolution 83 of 2019.

N.B. In order for the complaint to be executed, a copy of the travel document must be attached to this form, taking care to keep the original until the dispute is closed.

Place and date _____ SIGNATURE _____

Also declares:

- to have read the legislation relating to the processing of data in accordance with the provisions of the privacy policy (GDPR) which can be viewed at <https://www.alicost.it/cookie-policy/>
- to have been informed: of the identity of the data controller; the identity of the Data Protection Officer; the extent and method of processing; the purposes of the processing; the rights of withdrawal and modification of consent. For the effect, pursuant to and for the effects of art. 7 and ss. and of 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, he gives his consent to the processing and also declares to have fully read, understood and signed the information.

Yours sincerely.

Place and date _____ SIGNATURE _____