

Sad Trasporto Locale Spa
 Corso Italia, 13/N
 39100 Bolzano - Italy
 reclami@sad.it

Details of complainant

Name:	Surname:
Name (if not a natural person):	
Address:	Postcode:
City:	Country:
E-mail:	Telephone :

Details of user (if other than the complainant) and any other passengers:

Name:	Surname:
Name:	Surname:
Name:	Surname:
Name:	Surname:

Details of journey

Station/stop of departure:	Station/stop of arrival:
Scheduled time of departure: - hour: ____:____	date (dd/mm/yy): ____/____/____
Actual time of departure (where not coinciding with the scheduled time): - hour: ____:____	date (dd/mm/yy): ____/____/____
Scheduled time of arrival: - hour: ____:____	date (dd/mm/yy): ____/____/____
Actual time of arrival (where not coinciding with the scheduled time): - hour: ____:____	date (dd/mm/yy): ____/____/____
Line/Timetable number:	

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

(*) 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>

- 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:

Choose how you wish to receive compensation/reimbursement, if due:

- Vouchers or other services
 - Value card

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:

I would like to receive a reply in the following language: italian german english

Signature of the complainant: _____

Place: _____

Date: _____

Privacy Statement

Pursuant to Article 13 of the GDPR "General Data Protection Regulation" EU Regulation 2016/679 we inform you that the above data will be processed, also with the aid of electronic instruments, exclusively for the management of your complaint, as well as for statistical purposes. The processing is carried out in accordance with the provision of a regulatory act (Resolution of the Transport Authority - ART) and the data is stored for the duration necessary for this purpose. For the same reasons only, the data may be made available to the Autonomous Province of Bolzano. The data controller is SAD - Trasporto Locale S.p.A, Corso Italia 13/N, 39100 Bolzano. The applicant may exercise the rights provided for in EU Regulation 2016/679 by contacting SAD Trasporto Locale S.p.A. at the email address infor@sad.it or the Data Protection Officer (DPO) at the email address rpddsb@sad.it. Where deemed necessary, a complaint may be lodged with the Data Protection Authority.