

**Possible causes of complaint – Underline in red the nature of your complaint**

- |   |   |
|---|---|
| <input type="checkbox"/> Bus Driver Or Verifier Behaviour | <input type="checkbox"/> Bus Confort      |
| <input type="checkbox"/> Bus Schedule Punctuality         | <input type="checkbox"/> Air Conditioning |
| <input type="checkbox"/> Bus Stop                         | <input type="checkbox"/> Bus Cleanliness  |
| <input type="checkbox"/> Availability Of Travel Tickets   | <input type="checkbox"/> Driving Style    |
| <input type="checkbox"/> Bus Schedule Availability        | <input type="checkbox"/> Overcrowding     |
| <input type="checkbox"/> Environmental Impact             | <input type="checkbox"/> Other            |

**DETAILS OF THE SERVICE**

\* Date \_\_\_\_\_ \* Time \_\_\_\_\_

\* Place \_\_\_\_\_

**REPORTING PERSON INFORMATION**

\* First name \_\_\_\_\_ \* Last name \_\_\_\_\_

\* Address \_\_\_\_\_ zip code \_\_\_\_\_ \* City \_\_\_\_\_

\* Phone number \_\_\_\_\_ E-mail \_\_\_\_\_

**\* DESCRIPTION**

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\* Bus Line \_\_\_\_\_ Driver \_\_\_\_\_

Date \_\_\_\_\_

\* Best regards  
The reporting person<sup>2</sup>

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Pursuant to art. 13 of the Legislative Decree. 196/03 laying down provisions on personal data, we wish to inform you that the personal data you provide will be processed only in order to process your request and in any case appropriate measures will be taken to guarantee its security and confidentiality. You may at any time make use of the rights provided for by art. 7 of the aforementioned decree.

<sup>2</sup>The signature is mandatory if the form is sent by ordinary mail; if sent by e-mail the form will be sent in any case taken into consideration and must be filled in using the computer.

\*  
Fields marked with an asterisk are required.