

Passenger contact details



COMPLAINT

According to Regulation (EU) 2021/782 of the European parliament and the Council of 29 April 2021 on rail passenger's rights and obligations, Article 28 par. 2 "Passengers may submit a complaint to any railway undertaking or station manager regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within three months of the incident that it concerns. Within one month of receiving the complaint, the addressee shall either give a reasoned reply or, in justified cases, inform the passenger that he or she will receive a reply within a period of less than three months from the date of receipt of the complaint".

| Title: | |
|--|-----------------------|
| First name: | Surname: |
| Postal address: | |
| Town/city: | Postal code: |
| Country: | |
| E-mail: | Tel. number: |
| | |
| Please specify the train connection | |
| Date: | Train number: |
| Departure time: | Ticket price: |
| Scheduled time of arrival: | Real time of arrival: |
| Departure station: | Destination station: |
| Brief description of the complaint | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| The complaint must be accompanied by a ticket and prior communication with | |

Signature:

the railway undertaking regarding the complaint in question.

Date: