
1. PASSENGERS COMPLAINTS

1.1 Passengers may submit complaints or suggestions to ADM in the following ways:

a) by e-mail to reclami@autostazionidimilano.it, which guarantees the issue of a receipt;

b) by registered mail to the address Via G. Natta 226 - 20151 Milano (MI) containing an e-mail address to which the reply should be sent. For the submission of complaints you can also use the "complaint form" available on the ADM website at the complaints section and downloadable directly from the link: https://www.autostazionidimilano.it/static/upload/mod/modulo-reclami-rev-31_12_2021.pdf . This form shall be sent only in at least one of the modes provided for in 1.1.a) and 1.1.b);

1.2 Complaints may be submitted either in Italian or in English. In the latter case, passengers will receive a reply to their complaint in the same language as that used for the submission;

1.3 ADM will examine complaints that contain at least:

a) the identification details of the user (name, surname, address) and of the representative (if any), attaching in this case the proxy and an identity document of the user;

b) the identification references of the journey made or planned (date, time of departure, origin and destination) and of the bus station where the event occurred;

c) a description of the detected non-coherence of the service with one or more requirements defined by European or national legislation.

1.4 Within 30 (thirty) days from receipt of the complaint, ADM will provide the user with an indication as to whether or not the complaint has been accepted, at the same time providing a definitive response.

1.5 If we do not respond to your complaint within the time limits set out in Article 1.4, you may:

a) to use out-of-court dispute resolution procedures, where applicable;

b) to lodge a complaint with the Authority for Regulation of Transport on the website <http://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus/> . For more information see the website www.autorita-trasporti.it

1.6 For complaints submitted to the bus station operator, the user is entitled to receive an automatic compensation equal to 5% (five) of the ticket price in case of a reply given after 30 days from the receipt of

the complaint. This compensation shall in no case exceed the maximum amount of €10 (ten/00 euros).

1.7 Compensation under Clause 1.6 is not due in cases where:

- a) the amount is less than EUR 4;
- b) the complaint is not transmitted by the user in the manner, the minimum elements foreseen in point 1.3;
- c) you have already been paid compensation in accordance with Clause 1.6 in respect of a claim relating to the same journey.

1.8 For further details on the rights that users of bus and coach transport services may claim against the operators of the services and the relevant infrastructures with regard to the handling of complaints, please refer to Resolution No. 28/2021 of the Transport Regulation Authority.

1.9 They are competent to control the management of the bus station:

- a) the Municipality of Milan - Transport Sector, PEC address: settoretpl@postacert.comune.milano.it ;
- b) the Turin Transport Regulation Authority (ART), PEC address: pec@pec.autorita-trasporti.it or e-mail address: reclami-bus@autorita-trasporti.it or by using the special telematic access (SiTe), available on the website www.autorita-trasporti.it.

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DOWNLOAD THE "COMPLAINTS FORM" FROM THE FOLLOWING LINK:

https://www.autostazionidimilano.it/static/upload/mod/modulo-reclami-rev-31_12_2021.pdf