

To Roma Capitale
Dipartimento Mobilità e Trasporti
Direzione Trasporto Pubblico Locale ed Infrastrutture
Ufficio Contenzioso
Via Capitan Bavastro, 94
00154 - Roma
Fax 065740033

Rental service with driver. Complaint form.

The undersigned

| | | | |
|-------------------------|--|----------|--|
| Name and surname | | | |
| Place and date of birth | | | |
| Address | | | |
| City | | Zip code | |
| Country | | | |
| Phone and fax number | | | |
| E-mail | | | |

aware of the penalties provided by the article 76 of the Presidential Decree December 28, 2000, no. 445, for the alleged falsification of documents and false declarations, declares, pursuant to art. 47 of the Presidential Decree December 28, 2000, no. 445, the following information:

Information about the event

| | | | |
|-----------------|--|----------------------------|--|
| Departure place | | Date and time of departure | |
| Arrival place | | Date and time of arrival | |

Information about the vehicle

| | | | |
|------------------------------|--|---------------|--|
| License No. NCC ¹ | | Licence plate | |
| Brand | | Model | |

Types of Complaints

- The vehicle lacked of the Code of Conduct and Service Charter.
- The vehicle was not clean.
- The vehicle was not in perfect working order.
- The driver was not friendly and attentive to customers.
- The driver charged an extra cost to board the wheelchair of a customer with limited or reduced mobility.
- The driver charged an extra cost to board the dog of a blind or partially sighted customer.
- The driver stopped the service².
- The driver was smoking on duty.
- The driver did not deposit the forgotten objects in the car immediately or no later than the first working day following the discovery to the lost and found office.
- The driver drove up other people than those who rented the vehicle.
- The driver's dress code was not suitable for public service³.
- Other _____

¹Number on the plaque at the side of the rear license plate of the vehicle.

²The service may be interrupted only at the request of the passenger, by reason of force majeure, in case of danger or other situations which will adversely affect the safety of the service.

³Suitable dress code: closed shoes, buttoned shirt, t-shirts or polo shirts and long pants to the ankle.

