

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

Taxi service. 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, as following information:

Information about the event

Departure place		Date and time of departure	
Arrival place		Date and time of arrival	
Number of passengers		Number of luggage exceeding 35 x 25 x 50 cm	

Information about the vehicle

Taxi license No. ¹		License plate	
Brand		Model	
Radio Taxi Company		Radio Taxi Designation ²	

Types of Complaints

- The driver refused to provide the service.
- The driver stopped the service³.
- The driver has not operated the taximeter at the start of the service (excluding ran to fixed rate where te taximeter is not supposed to be started).
- The fee charged for the service was higher to that shown on the taximeter.
- Unexpected supplements were added to the fee shown on the taximeter⁴.
- No discount (10%), if applicable, was applied to the fee shown on the taximeter⁵.
- The driver's dress code was not suitable for public service⁶.

¹Number present on the doors of the vehicle next to the symbol of Roma Capitale on the plate at the side of the rear license plate of the vehicle and on the metal plate affixed inside the rear left door.

²Radio Taxi is a name or an acronym (indicating city, country, river, etc.) followed by a number.

³The 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.

⁴The following supplements are allowed: a fee of EUR 1.00 from the second bag larger than 35 x 25 x 50 cm; a fixed rate of EUR 1.00 for the fifth passenger; a fixed rate of EUR 3,50 for radio taxi call.

⁵The customer may benefit of a discount of 10% on the fee shown on the taximeter in the following cases: direct routes to the hospitals in Rome; single women who use the service during nighttime (22.00 - 06.00); young people leaving nightclubs on Friday and Saturday, according to previous appropriate agreement with the operators of the public locals.

⁶Suitable dress code: closed shoes, buttoned shirt, t-shirts or polo shirts and long pants to the ankle.

- The vehicle were not available of tariff, 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 fee to board the wheelchair of a customer with limited or reduced mobility.
- The driver charged an extra fee to board the dog of a blind or partially sighted customer.
- The driver was smoking in service.
- 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.
- In the case of transport of single women during nighttime (10 pm to 7 am), the driver did not wait for the entrance of the passenger at the destination address.
- The driver did not follow the most economical route to get to the final destination.
- Other _____

Description of the event (if there is not enough space, please use a separate sheet of paper and staple it to this form)

Possible witnesses

Personal information and declarations made by the witnesses listed below pursuant to art. 47 of Presidential Decree December 28, 2000, no. 445, with an attached copy of their identity document:

Name and surname	
Name and surname	
Name and surname	

Attached is a copy of the identity document of the undersigned.

DATE _____

SIGNATURE _____

INFORMATION AND CONSENT TO THE PROCESSING OF PERSONAL DATA

Pursuant to art. 13 of Legislative Decree no. 30 June 2003 n. 196, "Code concerning the protection of personal data", we inform you that:

- the personal data are required, collected and processed by Roma Capitale – Dipartimento Mobilità e Trasporti, for the performance of specific institutional functions and in accordance with the relevant legislation;
- the provision of data is compulsory and any refusal will result in the inability to take note of the complaint;
- the disclosure or dissemination of personal information in public or private form will be made only if provided by law or regulation, or if it is necessary for the performance of official duties;
- the user may, at any time, exercise the rights under the Art. 7 of the Legislative Decree no. 30 June 2003, n. 196;
- the holder of the personal data is the Mayor of Rome and the controller of the data is the Director of the Dipartimento Mobilità e Trasporti.

In view of the aforesaid information, the undersigned authorizes Roma Capitale - Dipartimento Mobilità e Trasporti, pursuant to art. 23 of Legislative Decree no. 30 June 2003, n. 196, to process the personal data provided in this form.

DATE _____

SIGNATURE _____