

**COMPLAINT FORM**

**(Under ar. 33 of Regulation (ΕU) 2021/782)**

|  |  |
| --- | --- |
| Name\*  |  |
| Surname\* |  |
| Address |  |
| City – Postal code |  |
| Telephone\* |  |
| Email\* |  |
|  |  |
| Complaint against Railway Undertaking \* | * HELLENIC TRAIN SA
* STASY SA
 |
| Complain against Station Manager  | * OSE SA
 |
| Ticket number |  |
| Ticket price  |  |
| Itinerary number |  |
| Station of Departure \* |  |
| Station of Arrival\* |  |
| Scheduled date and time of Departure \* | …../…. /…… …… : …… |
| Scheduled date and time of Arrival\*  | …../…. /…… …… : …… |
| Actual time of Departure | …… : …… |
| Actual time of Arrival  | …… : …… |
|  |  |
|  |  |
| Reasons for the complaint under Regulation (EU) 2021/782\*: * Transport contract ([Article 4](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e913-1-1))
* Bicycles ([Article 6](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e929-1-1))
* Travel information ([Article 9](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1016-1-1))
* Availability of tickets and reservations ([Article 11](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1080-1-1))
* Through-tickets ([Article 12](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1147-1-1))
* Liability of railway undertakings for passengers and their luggage ([chapter III](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1196-1-1))
* Reimbursement and re-routing ([Article 18](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1264-1-1))
* Compensation ([Article 19](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1331-1-1))
* Assistance ([Article 20](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1426-1-1))
* Right to transport ([Article 21](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1490-1-1))
* Information to persons with disabilities and persons with reduced mobility ([Article 22](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1505-1-1))
* Assistance at railway stations and on board ([Article 23](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1525-1-1))
* Complaints ([Article 28](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1732-1-1))
* Information to passengers about their rights ([Article 30](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e1792-1-1))
* [Other](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021R0782#d1e40-1-1)
 |
| Describe the problem:  |
|  |
| Attachments (supporting documents)1. Reply from the Railway Undertaking
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[ ]  I consent to the processing of personal data, within the framework of RAS's competences, in accordance with paragraphs 11-12 of article 28 of Law 3891/2010 (A'188) and EU Regulation 2021/782 on "Rail passengers’ rights and obligations.”

**Fields marked with an asterisk (\*) are mandatory.**

How to submit a complaint:

1. Online
2. Fill the complaint form and send an email to info@ras-el.gr or by post, 33 Stadiou str. Athens, 10559