To Comune di Reggio Calabria

Settore Sviluppo Economico

Servizio Attività Produttive

Ufficio Licenze Amministrative

Via San Marco, n. 1 89125, Reggio Calabria

Pec: [protocollo@pec.reggiocal.it](mailto:protocollo.mobilitatrasporti@pec.comune.roma.it)

# 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. NCC1 |  | 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 service 2

* 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 service 3.
* 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.

**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 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 Comune di Reggio Calabria, 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 Comune di Reggio Calabria

In view of the aforesaid information, the undersigned authorizes Comune di Reggio Calabria, pursuant to art. 23 of Legislative Decree no. 30 June 2003, n. 196, to process the personal data provided in this form.

DATE SIGNATURE