☐ RIMINI ☐ FORLI' - CESENA ☐ RAVENNA - FAENZA

☐ Complaint ☐ Warning ☐ Suggestion

Doc. Number _____/_____

START ROMAGNA

SG MOD SERV. CLIENTI
Rev. 3
del 24/10/2023

CLIENT'S DATA

NAME _____

SURNAME _____

TELEPHONE NUMBER _____

EMAIL _____

CITY _____ STATE _____

STREET _____

FAX _____

Do you want to get in touch reciving SMS? YES NO

DISRUPTION DATA

DATE _____/_____/_____

TIME _____ LINE _____

LICENSE PLATE/BUS SERIAL NUMBER _____

BUS STOP _____

LOCALITY _____

DIRECTION _____

SPACE TO BE FILLED BY THE COMPANY

DRIVER _____

SHIFT _____ TABLE _____

DISRUPTION

- ☐ Delay of __ mins
- ☐ Anticipation of __ mins
- ☐ Route not carried out
- ☐ Route not completed
- ☐ Bus stop not carried out
- ☐ Wrong route
- ☐ Connection missed
- ☐ Crowding – passenger not on board
- ☐ Crowding – passenger on board
- ☐ Inconvenience during the trip
- ☐ Personnel's behaviour
- ☐ Services for the disabled
- ☐ Information to the customers
- ☐ Safety on board
- ☐ Fares - Tickets
- ☐ On-board equipment malfuncion
- ☐ Bus stop – Projecting roof
- ☐ Bus defectiveness
- ☐ Bus tidiness
- ☐ Acoustic or atmospheric pollution
- ☐ Smart bus stop
- ☐ Other _____

DESCRIPTION OF THE EVENT

Notice and agreement about using personal data Start Romagna,
as owner of the use of your personal data, informs you that your data will be processed by following the actual law. We invite you to read the full notice, about the processing of the data related to suggestion or complaiants available at: https://www.startromagna.it/contatti/privacy/

Signature

SENT TO

☐ CUSTOMER CARE ☐ MAIL ☐ PHONE ☐ TICKET OFFICE _____ ☐ DOCUMENT N. _____

Date _____ Hours _____ Receiving signature _____

Practice closing report by the operator

CLOSING DATE _____/_____/_____ OPERATOR _____

CLOSED THROUGH ◯ Mail ◯ Phone ◯ Sms ◯ Missive ◯ Not necessary ◯ Other _____