

TAXI CUSTOMER COMPLAINT

TO **Servizio Trasporto Pubblico**
Via A. Poerio, 21 - 80139 Napoli

e-mail: trasporto.pubblico@comune.napoli.it
pec: trasporto.pubblico@pec.comune.napoli.it

Notice: Fields marked with (*) are necessarily required. In the absence of them your complaint will be dismissed.

The undersigned (*surname*) (*) _____ (*name*) (*) _____

aware of the criminal penalties provided for, in the event of a false declaration and falsification of documents, as established by the articles 75 and 76 of the D.P.R. 445/2000

DECLARES

to have been born in (*) _____ State (*) _____ the (*) ___ / ___ / ___ ;

residence (*) _____ street/place (*) _____

State (*) _____ Identity Card n. _____ released by _____

e-mail or PEC (*) _____

and

MAKES A COMPLAINT

against the taxi driver identified by license number C.P. (or plate number) (*) _____

(Notice: the Taxi license number can be found on both sides, right and left, of the vehicle. It can also be found on the back side, close to the plate number.)

Vehicle model : _____

For the following events (*) :

(leave a mark on one ore more events)

☐	The driver stopped the ride and unloaded the passengers for no good reason <i>Il conducente ha interrotto la corsa e scaricato il passeggero senza valido motivo</i>
☐	The driver has chosen the customers to take on board instead of respecting the line order <i>Il conducente ha scelto i clienti da prendere a bordo</i>
☐	The driver refused to take the passenger on board after asking for the destination <i>Il conducente si è rifiutato di prendere a bordo il passeggero dopo aver chiesto la destinazione</i>
☐	The driver behaved vulgarly and violently towards the passengers <i>Il conducente si è comportato in modo volgare e violento verso il passeggero</i>
☐	The driver did not comply with the passenger's requests (<i>not to smoke, turn off the music, etc.</i>) <i>Il conducente non ha aderito alle richieste del passeggero (non fumare, spegnere la musica, ecc.)</i>
☐	The driver had a dangerous driving behavior <i>Il conducente ha avuto una condotta di guida pericolosa</i>
☐	The seats of the vehicle were dirty <i>L'interno del veicolo era sporco</i>
☐	The driver did not follow the cheapest route (<i>it does not apply in case of specific request by the passengers</i>) <i>Il conducente non ha seguito il percorso più economico per giungere a destinazione (salvo richiesta specifica del passeggero)</i>
☐	The fare table was not available inside the vehicle <i>All'interno del veicolo non era disponibile il tariffario</i>
☐	The driver requested a higher fare than the one indicated by the taximeter (<i>including supplements</i>) <i>Il conducente ha richiesto una tariffa più alta di quella indicata dal tassametro (incluso eventuali supplementi)</i>
☐	The taximeter was already on before the passenger boarded (<i>it does not apply if the taxi has been called by telephone, radiotaxi etc..</i>) <i>Il tassametro era già in funzione prima della salita del passeggero (escluso per chiamata telefonica parcheggio e radiotaxi)</i>
☐	The driver, despite the passenger's request, has not issued a complete receipt <i>Il conducente, nonostante richiesta del passeggero, non ha rilasciato la ricevuta completa di tutti i dati</i>
☐	The driver, despite the passenger's request, did not adopt the predetermined fare <i>Il conducente, nonostante richiesta del passeggero, non ha adottato la tariffa predeterminata</i>

Other statements: _____

HE ALSO DECLARES

the events occurred (*) (date) _____

in the presence of the following witnesses, *(in this case, please indicate general informations and email addresses)*

there were no witnesses

Place and time at which the taxi ride occurred:

Place of departure (*)		Time of departure (*)	
Place of arrival (*)		Time of arrival (*)	

Further Information

Number of passengers _____	Number of bags (<i>luggages</i>) _____	The taxi has been requested through a telephone call to a taxi stand _____
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The taxi has been requested through a telephone call to:			
<input type="checkbox"/> Consortaxi 081 2222	<input type="checkbox"/> La 570 081 5707070	<input type="checkbox"/> La Partenope 081 0101	<input type="checkbox"/> Taxi Napoli 081 8888

In accordance with applicable privacy laws, articles 13 and 14 del GDPR 2016/679 “General Data Protection Regulation”:

- The collected data will be used exclusively to ensure the response to the citizen and will not be divulged or communicated, except for legal obligations;
- The collected data will be stored in the database of Comune di Napoli – Direzione Centrale Infrastrutture, LL.PP. e Mobilità and Servizio Trasporto Pubblico
- Provided data will be at your disposal for any changes and cancellation may be requested at any time;
- The provision of the data is not mandatory, but if you not provide your data the complaint may be dismissed.

Aware of the privacy policy and according to the privacy law above mentioned, I give my consent to the processing of my personal data in the context of this complaint procedure.

A copy of the identification document is attached (*) according to the article 38 of the D.P.R. n. 445/2000.

Place and date _____ **Signature** _____