

Bus passengers rights – complaints 2015-'16

Information and statistics on complaint handling:

Year	Number of complaints	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance):	Comments (if any):
2015	0		The ILT has received 12 complaints about bus transport, but these have either been referred to the carrier (as required in NL – see below) and/or were judged to be outside the scope of de Regulation.
2016	0		

In the Netherlands (please underline the correct answer):

X Passengers are obliged to submit their complaints to the carrier/terminal managing body etc first, and they can only submit a complaint to an NEB if they are not satisfied with the solution offered by the carrier/terminal managing body, etc

Do you use a complaint form at national level (please underline the correct answer)?:

X No

Which of the following methods of communication can be used to file complaints (please underline the correct answer or answers):

X in paper format

X electronically (e.g. by email or via a website)

X by phone

Did you reattribute any complaints to NEBs of other Member State? If yes, how many complaints?

No

Is it possible to settle passengers' complaints via alternative dispute resolution?

X Yes (if yes, please specify how it works)

Carriers are required to provide for dispute resolution by joining an arbitration board,

If an NEB makes a decision based on a complaint, this decision will be binding for the complainant and the carrier, terminal manager etc against whom the complaint was made

Information and statistics on sanctions:

Year	Number of sanctions imposed:	Type of sanction imposed (in case of fines, what was the sum imposed):	Reason for imposing the sanction (which provision of the Regulation was breached) :
2015	0		
2016	0		

Other actions in order to ensure the correct application of the Regulation:

Since the Dutch NEB nor the policy department have received indications that there have been problems due to breaches of de Regulation, the Dutch NEB has not pro-actively taken other enforcement measures.