

Area Infrastrutture di Trasporti
Servizio Trasporto Pubblico Locale e MaaS

TAXI COMPLAINT

T O Servizio Trasporto pubblico Locale e MaaS
 Via A. Poerio, 21 - 80139 Napoli
 e-mail trasporto.pubblico@comune.napoli.it
 pec: trasporto.pubblico@pec.comune.napoli.it

The undersigned

Surname and name(*)			
Place and date of birth			
Residence			
Street/Place			
State			
Identity Card n.		Released By	
E-mail o P.E.C.			

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

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

Event data

Place of departure (*)		Time of departure (*)	
Place of arrival (*)		Time of arrival (*)	
Number of passengers		Number of bags (<i>luggages</i>)	
The taxi has been requested through a telephone call to a taxi stand	YES		NO
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

Vehicle data (1)

Taxi Licence C.P. n.(*) (2)		Plate number	
Brand		Model	

NOTICE: 1) To identify the taxi, the Taxi License (CP) number or, alternatively, the car's license plate is required.

2) 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

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For the following events (*): (leave a mark on one ore more events)

<input type="checkbox"/>	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>
<input type="checkbox"/>	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>
<input type="checkbox"/>	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>
<input type="checkbox"/>	The driver behaved vulgarly and violently towards the passengers <i>Il conducente si è comportato in modo volgare e violento verso il passeggero</i>
<input type="checkbox"/>	The driver did not comply with the passenger's requests (not to smoke, turn off the music, etc.) <i>Il conducente non ha aderito alle richieste del passeggero (non fumare, spegnere la musica, ecc.)</i>
<input type="checkbox"/>	The driver had a dangerous driving behavior <i>Il conducente ha avuto una condotta di guida pericolosa</i>
<input type="checkbox"/>	The seats of the vehicle were dirty <i>L'interno del veicolo era sporco</i>
<input type="checkbox"/>	The driver did not follow the cheapest route (it does not apply in case of specific request by the passengers) <i>Il conducente non ha seguito il percorso più economico per giungere a destinazione (salvo richiesta specifica del passeggero)</i>
<input type="checkbox"/>	The fare table was not available inside the vehicle <i>All'interno del veicolo non era disponibile il tariffario</i>
<input type="checkbox"/>	The driver requested a higher fare than the one indicated by the taximeter (including supplements) <i>Il conducente ha richiesto una tariffa più alta di quella indicata dal tassametro (incluso eventuali supplementi)</i>
<input type="checkbox"/>	The taximeter was already on before the passenger boarded (it does not apply if the taxi has been called by telephone, radiotaxi etc.) <i>Il tassametro era già in funzione prima della salita del passeggero (escluso per chiamata telefonica parcheggio e radiotaxi)</i>
<input type="checkbox"/>	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>
<input type="checkbox"/>	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>

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<i>Other statements:</i>	
Any Witnesses	
YES (<i>in tal caso indicare le generalità dei testimoni</i>)(*)	NO

In accordance with applicable privacy laws, articles 13 and 14 del GDPR 2016/679 “General Data Protection, I declare to be aware of the privacy policy available for consultation and download at the following web address:

<https://www.comune.napoli.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/1193>.

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 _____