

# 2021

## SERVICE CHARTER REGIONAL DEPARTMENT

**Updates regarding complaints** Pending the publication of the 2022 Service Charters, scheduled for 31 March 2022, we hereby inform you that the regulations on the management of complaints, valid from 1 January 2022, have been updated pursuant to the provisions of Resolution Article no. 28/2021. To be informed about the updates, please [click here](#).

Presentation	<p>The Service Charter is the tool that communicates the principles and policy commitments that characterise Trenitalia's efforts to improve performance and customer satisfaction. Each Regional Department has its own Charter that can be found at <a href="http://www.trenitalia.com">www.trenitalia.com</a> under "Your Region" in the "Regional Transport" section.</p> <p>The Charter is divided into the following sections:</p>
Fundamental Principles	<ul style="list-style-type: none"><li>• <b>Fundamental Principles:</b> this section describes the principles followed by Trenitalia in designing and providing its services: travel safety; passenger safety; equal rights; service continuity; engagement; efficiency and effectiveness; service quality.</li></ul>
Services	<ul style="list-style-type: none"><li>• Brief information on <b>services</b> provided: the railway range provided in the Region is summarised, determined by a Service Contract stipulated between the Region and Trenitalia.</li></ul>
Objectives	<ul style="list-style-type: none"><li>• <b>Objectives:</b> the objectives set out in the Service Contract that the Regional Department aims to achieve for the year 2021 are described in this section. The pursued objectives concern: Promptness and regularity; Sales Accessibility; Cleanliness and Comfort; Other indicators.</li></ul>
Relational aspects	<ul style="list-style-type: none"><li>• <b>Relational aspects</b> with Trenitalia: the ways in which the customer can come into contact with Trenitalia are indicated.</li></ul>
Passenger protection	<ul style="list-style-type: none"><li>• <b>Passenger protection:</b> this section represents a summary of the sales regulations; for further and more complete information, please consult specific hyper-texts which refer to the specific section on the website <a href="http://www.trenitalia.com">www.trenitalia.com</a>. This section also specifies the ways in which to lodge a complaint.</li></ul>
The rights and obligations	<ul style="list-style-type: none"><li>• <b>The rights and obligations</b> of passengers: the section refers to the rights and obligations of passengers in railway transport that are defined at European level by Regulation (EC) n. 1371/2007 concerning the rights and obligations of passengers in railway transport.</li></ul>
Customer Satisfaction	<ul style="list-style-type: none"><li>• Market research and <b>Customer Satisfaction:</b> the section indicates the results of market research periodically conducted by Trenitalia to analyse the level of satisfaction of its customers in relation to the various stages of the journey.</li></ul>