Please note that the European Commission’s preliminary screening service provides citizens with general information about their rights under EU law when travelling and about how to proceed if they wish to lodge a complaint. The Commission services do not handle complaints themselves. They must rather be submitted to the railway company and/or to the competent authority.[List of competent national authorities and further information about EU passenger rights](https://ec.europa.eu/transport/themes/passengers/rail/doc/2007_1371_national_enforcement_bodies.pdf)

(\*) = fields you must fill in

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Gender 

First Name\*

Last name\*

E-mail address\*

Confirm E-mail\*

Nationality\*

Country of residence\*

Economic category\*

Preferred contact language? \*

Alternative contact language? \*

**About the incident**

Operating Railway company\*

Date of Journey

Country where the incident occurred\*

Have you already lodged a complaint?\*

Type of incident\*

Description of the incident\*2000characters left

I authorise the European Commission to add my e-mail to the Europe Direct mailing list

I have read and agree with the [data protection terms](http://europa.eu/contact/data-protection/index_en.htm)\*

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