

**DECLARATION ON THE COMPLAINT SUBMITTED TO ENAC UNDER REGULATION (EC) 261/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 February 2004 ESTABLISHING COMMON RULES ON COMPENSATION AND ASSISTANCE TO PASSENGERS IN THE EVENT OF DENIED BOARDING AND CANCELLATION OF FLIGHT OR LONG DELAY**

<p>I have been informed that ENAC has been identified by the Italian government with the Legislative Decree 69 of 27 January 2006 as the body responsible for the correct application of Regulation (EC) 261/2004, with the power to impose administrative penalties against defaulting airlines' infringements.</p>
<p>I am aware that to present a complaint to ENAC for alleged breach of Regulation (EC) 261/2004, is not required the assistance of a lawyer and that the handling of the complaint by ENAC not involve the passenger charges and / or charges of any kind.</p>
<p>I am aware that the ENAC activity s not directly aimed at satisfying my claims against the airline referred to in the complaint.</p>
<p>I am aware that any damage claims must be submitted first to the airlines with which it was entered into the contract of carriage.</p>
<p>Declare that I am at least six weeks from the date of sending my complaint to the airline and that:</p> <p><input type="checkbox"/> I have not received any feedback</p> <p><input type="checkbox"/> the feedback received is not considered satisfactory*</p>
<p><b>* In the case of confirmation of the airline deemed unsatisfactory attach a copy of the same.</b></p>
<p>I am aware that ENAC evaluates the complaints only in cases of inefficiency within the protections provided for in Regulation (EC) 261/2004 on denied boarding (overbooking), cancellation or long delay of flights only for flights departing from an Italian airport and for flights departing from a third country, with the first destination of arrival at an Italian airport only if the operating air carrier of the flight concerned is a Community carrier (or Norwegian, Swiss, Icelandic).</p>
<p>I am aware that the process relating to the handling of complaints by ENAC according to a standard agreed with the European Commission, will be completed within a period of 4 months in simple cases or 6 months in more complex cases, as determined from the date Entity delivery of all information and documents required.</p>
<p>I understand that the information and personal data relating to my complaint will be processed pursuant to Legislative Regulation EU 2016/679.</p>

Place and date \_\_\_\_\_ Name and Surname \_\_\_\_\_

Details of my ID valid:

\_\_\_\_\_

Signature \_\_\_\_\_