



Complaint procedure under Regulation (EC) No 1177/2010

Where a passenger wants to make a complaint to the carrier or terminal operator for an alleged infringement of Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 on the rights of passengers travelling by sea or inland waterways, he shall submit it within **2 months** from the date on which the service was performed or when a service should have been performed.

Within **1 month** of receiving the complaint, the carrier or terminal operator shall give notice to the passenger that his complaint has been substantiated, rejected or is still being considered. The time taken to provide the final reply shall not be longer than **2 months** from the receipt of a complaint.

If your carrier or operator does not resolve the complaint then you can send it for the attention of the relevant National Enforcement Body (NEB). A complaint concerning assistance in a port or on board a ship should preferably be addressed to the body or bodies designated for the enforcement of Regulation (EC) No 1177/2010 in the Member State where the port of embarkation is situated and, for passenger services from a third country, where the port of disembarkation is situated.

The Executive Agency "Maritime Administration" (EAMA) is the national authority (NEB) responsible for the implementation of Regulation (EU) No. 1177/2010.

Your complaint can be filed in free text and shall include:

1. the designation of the authority to which the complaint, alert or suggestion is addressed;
2. the names, postal or electronic mail address of the complainant;
3. the entity against which the complaint, alert or suggestion is submitted, specifying the designation of the company or of the business premises, as well as the registered office or address of the place of business thereof;
4. the complaints and requests of the complainant;
5. signature of the person who submits the complaint, alert or suggestion or of the authorized representative thereof; in case the complaint, alert or suggestion is submitted through an authorized representative, a power of attorney shall be attached; in the event that the complaint is submitted electronically, it shall not be required to be signed by electronic signature;
6. evidence at the disposal of the complainant (copy of cash register receipts, invoices, contracts and other such on which the claim is based).

EAMA shall review your complaint within one month according to the procedure regulated in Section I "Consumer Complaints and Alerts" of Chapter Nine "Methods for Settlement of Consumer Disputes" of the Consumer Protection Act.

Complaints to EAMA can be sent by:

e-mail: bma@marad.bg

or by post at the following address:

Executive Agency "Maritime Administration", 9, Diakon Ignatii Street, 1000, Bulgaria.