



National Enforcement Bodies under Regulation [EC] 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

<http://ec.europa.eu/transport/themes/passengers/maritime>

All carriers/terminal operators shall have a complaint-handling mechanism in place for passengers travelling by sea and inland waterways.

Passengers may also submit complaints to one of the **National Enforcement Bodies (NEBs)** listed below.


Please note that in some countries (as indicated in the last column of the table), complaints shall **first be submitted to the carrier/terminal operator**. Passengers may only address their complaint to the NEB when the issue was not resolved at the level of the carrier/terminal operator (e.g. in the absence of reply within two months, if their complaint was dismissed, etc.).



Please also note that some National enforcement bodies may not be able to enforce your claims and offer you redress. If you are not satisfied with the carrier/terminal operator's response and/or with the answer from the National Enforcement Body, you will have to pursue the matter through alternative dispute resolution or in Court.




The competent NEB is the NEB of the EU **country of departure** except when the service departs from a third country. Then, the NEB of the EU country of arrival is competent. However, passengers are free contact the NEB of their choice.

The table below is based on the information received from the EU Member States.




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Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/terminal operator
 Austria	Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien	Tel: +43 1 5050707 Fax: +43 1 5050707 180 flug@apf.gv.at	

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Belgium	<p>Service Public Fédéral Mobilité et Transports, Direction Générale Transport maritime</p> <p>Federale Overheidsdienst Mobiliteit en Vervoer, Directoraat-generaal Maritiem Vervoer</p>	<p>Tel. +32 2 277 35 01</p> <p>e-mail: waterborne.passengerrights@mobiliteit.fgov.be</p> <p>Web: www.mobiliteit.belgium.be/fr/navigation/droitspassagers/ www.mobiliteit.belgium.be/nl/scheepvaart/passagiersrechten/</p>	NO
 Bulgaria	<p>Complaints against carriers and port operators</p> <p>Bulgarian Maritime Administration Executive Agency</p> <p>9 Dyakon Ignatij Street, Sofia 1000</p> <p>Complaints against tour operators and travel agents</p> <p>Ministry of Economy, Energy and Tourism</p> <p>8 Slavyanska Street, Sofia 1000</p>	<p>Tel. (+359 2) 930 0910 Fax: (+359 2) 930 0920</p> <p>e-mail: bma@marad.bg</p> <p>Tel. (exchange): (+359 2) 940 7001 Fax: (+359 2) 987 2190 (+359 2) 981 9970</p> <p>e-mail: e-docs@mee.government.bg</p>	NO
 Croatia	<p>Coastal Liner Services Agency (CLSA) Agencija za obalni linijski pomorski promet</p> <p>Ulica grada Antofagaste 6, 21000 Split</p>	<p>Tel. +385 21 / 329 370 Fax: +385 21 / 329 379</p> <p>e-mail: info@agencija-zolpp.hr Web: www.agencija-zolpp.hr</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Cyprus	Department of Merchant Shipping of the Republic of Cyprus (Unit 'Rights of Passengers Travelling by Sea') Killinis, Mesa Geitonia 4007, Limassol, Postal address: P.O. Box 56193, 3305 Limassol	Tel. +357 25 848100 Fax: +357 25 848200 e-mail: passengerrights@dms.mcw.gov.cy Web: www.shipping.gov.cy	YES
 Czech Republic	National Navigation Authority of the Czech Republic	Tel. +420 234 637 111 Fax: +420 283 871 514 e-mail: reditelstvi@plavebniurad.cz Web: www.spspraha.cz	NO
 Denmark	<p>Complaints against carriers and complaints that are not handled by other national authorities:</p> <p>The Danish Maritime Authority/ Søfartsstyrelsen</p> <p>Complaints against terminal operators:</p> <p>The Danish Transport Authority/ Trafikstyrelsen</p> <p>Complaints of an economic nature regarding tickets of approx. EUR 100 or more</p> <p>The Danish Consumer Complaints Board/ Forbrugerklagenævnets sekretariat (Konkurrence- og Forbrugerstyrelsen)</p>	Tel. +45 9137 6000 Fax: +45 9137 6001 e-mail: jus@dma.dk Web: www.dma.dk/Policy/Sider/PassengerRights.aspx Tel. +45 7221 8800 Fax: +45 7262 6790 e-mail: info@trafikstyrelsen.dk Web: www.trafikstyrelsen.dk Tel. +45 4171 5000 Fax: +45 4171 5100 e-mail: kfst@kfst.dk Web: www.kfst.dk	YES



Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Estonia	Consumer Protection Board Tarbijakaitseamet Rahukohtu 2 10130 Tallinn	Tel. +372 6201700 Fax: +372 6201701 e-mail: info@tarbijakaitseamet.ee Web: www.tarbijakaitseamet.ee	YES
 Finland	<p>Complaints from private consumers:</p> Consumer Disputes Board P.O. Box 306 FIN-00531 Helsinki	Tel. +358 29 566 5200 e-mail: kril@oikeus.fi Web: www.kuluttajariita.fi	YES
 France	Ministère de l'économie et des finances Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) Paris Bercy	Tel. + 33 1 44 97 31 26 e-mail: 6D@dgccrf.finances.gouv.fr Web: www.service-public.fr	NO
 Germany	Eisenbahn-Bundesamt Heinemannstr. 6 53175 Bonn	Tel. +49 (228) 30795-400 Fax: +49 (228) 30795-499 e-mail: fahrgastrechte@eba.bund.de Web: www.eba.bund.de	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Greece	Ministry of Shipping, Maritime Affairs and the Aegean Akti Vasiliadi Gate E1-E2, Piraeus, PostCode 185 10	Tel. +30 213 137 4258 +30 213 137 1495 Fax: +30 210 413 5673 e-mail: dths@yen.gr Web: www.hcg.gr www.yen.gr	YES
 Hungary	<p>Complaints against ports and terminal operators</p> National Transport Authority, Road, Railway and Shipping Authority, Shipping Department Nemzeti Közlekedési Hatóság Útügyi, Vasúti és Hajózási Hivatal Hajózási Főosztály 1066 Budapest, Teréz krt. 62. 1387 Budapest 62, POB: 30. <p>Complaints against carriers</p> <p>a) first instance bodies: Consumer Protection Inspectorates of the Metropolitan/County Government Offices</p> <p>b) second instance body: Hungarian Authority for Consumer Protection Nemzeti Fogyasztóvédelmi Hatóság 1088 Budapest, József krt.6.</p>	Tel. + 36 1 474 1751 Fax: + 36 1 311 1412 e-mail: hajo.hf@nkh.gov.hu Web: www.nkh.gov.hu General e-mail address for complaint submission: nfh@nfh.hu Tel: +36 1 459 4800 Fax: +36 1 210 4677 Web: www.nfh.hu	NO
 Ireland	National Transport Authority Dun Sceine Harcourt Lane Dublin 2	Tel. +353 18798300 Fax: +353 18798300 e-mail: complaints@nationaltransport.ie Web: www.nationaltransport.ie www.transportforireland.ie/	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Italy			
 Latvia	Consumer Rights Protection Centre Brivibas Street 55 Riga, LV – 1010	Tel. +371 65452554 Fax: + 371 67388634 e-mail: ptac@ptac.gov.lv Web: www.ptac.gov.lv	YES
 Lithuania	<p>Complaints from passengers and cruise participants: The State Consumer Rights Protection Authority Vilniaus str. 25 01402 Vilnius</p> <p>Supervision of the interests of consumers on a collective level (no handling of individual cases): Lithuanian Maritime Safety Administration J. Janonio str. 24 92251 Klaipėda</p>	Tel. +370 5 262 6751 Fax: +370 5 279 14 66 e-mail: tarnyba@vvtat.lt Web: www.vvtat.lt Tel. +370 46 469 602 Fax: +370 46 469 600 e-mail: msa@msa.lt Web: www.msa.lt	YES
 Luxembourg			
 Malta	Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda Hamrun HMR 9010	Tel. +356 2395 2000 Fax: +356 2124 2406 e-mail: seapassengerrights.mccaa@mccaa.org.mt www.mccaa.org.mt/en/sea-passenger-rights	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Netherlands	Inspectie Leefomgeving en Transport Bezoekadres Weena 723 3013 AM Rotterdam Postadres Postbus 8634 3009 AP Rotterdam	Tel. 088-4890000 Web: www.ilent.nl/onderwerpen/transport/passagiersrechten/passagiersrechten_water/index.aspx	YES
 Poland	<p><u>Maritime Transport:</u></p> <p>Ports of the western and central coast (e.g. Świnoujście, Szczecin, Kołobrzeg, Darłowo):</p> <p>Maritime Office in Szczecin Pl. Batorego 4 70-207 Szczecin</p> <p>Ports of the eastern coast (e.g. Gdańsk, Gdynia):</p> <p>Maritime Office in Gdynia Chrzanowskiego 10 81-338 Gdynia</p> <p><u>Inland Navigation:</u></p> <p>Inland Navigation Office in Szczecin Pl. Batorego 4 70-207 Szczecin</p>	<p>Tel. +48 91 440 34 00 Fax: +48 91 434 46 56</p> <p>e-mail: sekretariat@ums.gov.pl Web: www.ums.gov.pl</p> <p>Tel. +48 58 620 22 85 Fax: +48 58 620 30 3</p> <p>e-mail: dumsekr@umgdy.gov.pl Web: www.umgdy.gov.pl</p> <p>Tel. +48 91 434 02 79 Fax: +48 91 434 01 29</p> <p>e-mail: sekretariat@szczecin.uzs.gov.pl Web: szczecin.uzs.gov.pl/</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Portugal	Instituto da Mobilidade e dos Transportes, I.P. (Institute for Mobility and Transport) Av. das Forças Armadas, 40, 1649-022 Lisboa Portugal	Tel. +351 217 949 066 Fax: +351 217 973 777 e-mail: alemos@imt-ip.pt Web: www.imt-ip.pt	YES (complaints' book)
 Romania	National Authority for Consumer Protection	Tel. +40 311 18 62 Fax: +40 314 34 62 e-mail: office@anpc.ro Web: www.anpc.gov.ro/	NO
 Slovakia	Slovak Trade Inspection Prievozska 32 827 99 Bratislava 215	Tel. +421 258 272 159 Fax: +421 253 414 996 e-mail: yiera.kuncova@soi.sk www.soi.sk	YES
 Slovenia	<p>Handling of complaints related to contractual relationships between carriers and passengers/consumers</p> <p>Market Inspectorate Parmova 33 1000 Ljubljana</p> <p>Monitoring of the ability of employees to assist people with disabilities/reduced mobility, availability of information on passenger rights</p> <p>Slovenian Maritime Administration Ukmarjev trg 2, 6000 Koper</p>	<p>Tel. +386 1 280 87 00 Fax: +386 1 280 87 40</p> <p>e-mail: gp.tirs@gov.si Web: www.ti.gov.si</p> <p>Tel. +386 5 663 21 00 Fax.: +386 5 663 21 02</p> <p>e-mail: ursp.box@gov.si Web: www.up.gov.si</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Spain	<p><u>Consumer Protection</u></p> <p>AECOSAN Príncipe de Vergara 54 28006 Madrid</p> <p><u>Complaints concerning to safety ships and deficiencies in access and assistance for persons with disabilities and reduced mobility on board</u></p> <p>Dirección General de la Marina Mercante</p> <p>Ports/ Port Terminals</p> <p>Puertos del Estado Avenida del Partenón, 10 28042 Madrid</p>	<p>Tel. +34 91 822 44 40 +34 91 822 44 63</p> <p>e-mail: inc@consumo-inc.es Web: www.consumo-inc.gob.es</p> <p>Tel. +34 91 524 55 19 +34 91 524 55 05</p> <p>e-mail: pasajeros@puertos.es Web: www.puertos.es</p>	<p>YES</p> <p>YES</p>
 Sweden	<p><u>Supervision of the Regulation in general:</u></p> <p>Swedish Consumer Agency</p> <p><u>Complaints from consumers:</u></p> <p>National Board for Consumer Disputes (ARN) Box 174 101 23 STOCKHOLM</p> <p><u>Supervision of disability-related training issues:</u></p> <p>Swedish Transport Agency</p>	<p>Tel. +46 771 423 300</p> <p>e-mail: konsumentverket@konsumentverket.se Web: www.konsumentverket.se</p> <p>Tel. +46 8 508 860 00 Fax: +46 8 508 860 01</p> <p>e-mail: arn@arn.se Web: www.arn.se</p> <p>Tel. +46 771 503 503</p> <p>e-mail: sjofart@transportstyrelsen.se Web: www.transportstyrelsen.se</p>	<p>YES</p>

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 United Kingdom	Maritime and Coastguard Agency Spring Place Bay 2/25 105 Commercial Road Southampton, S0151EG	Tel. + 44 (0) 2380 329 315 e-mail: neb@mcga.gov.uk Web: www.dft.gov.uk/mca/	YES

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