National Enforcement Bodies

Regulation (EU) No 181/2011

https://transport.ec.europa.eu/transport-themes/passenger-rights/road_en

Disclaimer:

Each country listed below is responsible for the accuracy of the information it gives about its national enforcement bodies. The Commission cannot be held responsible for any missing or outdated information.

Explanatory note

All carriers shall have a complaint handling mechanism in place in line with Article 26 of Regulation (EU) No 181/2011.

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. Passengers may only address their complaint to the NEB when the issue was not resolved at the level of the carrier (e.g. in the absence of reply within three months, if their complaint was dismissed, etc.).

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

Updated: October 2024

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Austria	**Agentur für Passagier- und Fahrgastrechte (apf)** **Agency for Passenger Rights (apf)**	Linke Wienzeile 4/1/6 1060 Wien, Austria Tel.: +43 1 505 0707 - 720 www.passagier.at Online complaint form: German, English	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Belgium	**Service Public Fédéral Mobilité et Transports / FOD Mobiliteit en Vervoer – Directoraat-generaal Wegvervoer en Verkeersveiligheid** (responsible for international services)	Vooruitgangstraat/ Rue du progrès 56 1210 Brussel/ Bruxelles road.passengerrights@mobilit.fgov.be https://mobilit.belgium.be/en/road/passagiersrechten https://mobilit.belgium.be/nl/weg/passagiersrechten https://mobilit.belgium.be/fr/route/droits-des-passagers	YES
	Autorité organisatrice du Transport (AOT) - Service Public de Wallonie Mobilité et Infrastructures	Boulevard du Nord, 8 – 5000 Namur transportpublic.mobilite@spw.wallonie.be Droits des passagers (wallonie.be)	
	Vlaamse Ombudsdienst (for bus transport in Flanders)	Leuvenseweg 86 1000 Brussels Tel : +32 2 552 41 24 www.vlaamseombudsdienst.be	
Bulgaria	**Изпълнителна агенция „Автомобилна администрация”** (Executive Agency “ Road Transport Administration”)	5 Gurko Str. 1000 Sofia, Bulgaria Tel: + 359 2 930 88 40 Fax: + 359 2 988 54 95 avto_a@rta.government.bg www.rta.government.bg	NO
Croatia	**Ministarstvo mora, prometa i infrastrukture –Sektor cestovnog prometa** (Ministry of Maritime Affairs, Transport and Infrastructure – Sector for Road Traffic)	Prisavlje 14 10000 Zagreb (Croatia) Tel: +385 1 6169 050 Fax: +385 1 6195 941 PravaPutnika.cestovni@mppi.hr https://mmpi.gov.hr/promet/cestovni-promet-124/prava-putnika/17589	YES
Cyprus	**Υπουργείο Μεταφορών, Επικοινωνιών και Έργων** (Ministry of Transport, Communications and Works)	Tel.: +357-22800202 Fax: +357-22776266 permsec@mcw.gov.cy www.mcw.gov.cy	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Czech Republic	**Ministerstvo dopravy** (Ministry of Transport) responsible for international services	nábř. L. Svobody 1222/12 110 15 Praha 1 posta@mdcr.cz www.mdcr.cz	NO
	In other matters concerning bus and coach passenger rights the regional authorities are responsible:		
	Krajský úřad Středočeského kraje odbor dopravy	Zborovská 11 150 21 PRAHA 5	
	Krajský úřad Plzeňského kraje odbor dopravy a SH	Škroupova 18 306 13 PLZEŇ	
	Krajský úřad Ústeckého kraje odbor dopravy a SH	Velká Hradební 3118/48 400 02 ÚSTÍ NAD LABEM	
	Krajský úřad Královéhradeckého kraje odbor dopravy a SH	Pivovarské náměstí 1245 500 03 HRADEC KRÁLOVÉ	
	Krajský úřad kraje Vysočina odbor dopravy a SH	Žižkova 57 587 33 JIHLAVA	
	Krajský úřad Olomouckého kraje odbor dopravy a SH	Jeremenkova 40a 779 11 OLOMOUC	
	Krajský úřad Zlínského kraje odbor dopravy a SH	tř. Tomáše Bati 21 761 90 ZLÍN	
	Krajský úřad Jihočeského kraje odbor dopravy a SH	U Zimního stadionu 1952/2 370 76 ČESKÉ BUDĚJOVICE	
	Krajský úřad Karlovarského kraje odbor dopravy a SH	Závodní 353/88 360 21 KARLOVY VARY	
	Krajský úřad Libereckého kraje odbor dopravy	U Jezu 642/2a 460 01 LIBEREC	
	Krajský úřad Pardubického kraje odbor dopravy, SH a investic	Komenského nám. 125 532 11 PARDUBICE	
	Krajský úřad Jihomoravského kraje odbor dopravy	Žerotínovo nám. 3/5 601 82 BRNO	

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
	Krajský úřad Moravskoslezského kraje odbor dopravy a SH	28. října 117 702 18 OSTRAVA	
	Magistrát hlavního města Prahy odbor dopravy	Jungmannova 35/29 110 00 PRAHA 1	
Denmark	**Ankenævnet for Bus, Tog og Metro** (The Appeal Board for Bus, Train and Metro) deals with complaints of passengers who are considered as consumers under Danish Law	Gl. Køge Landevej 3 2500 Valby Tel.: +45 3613 1891 mail@abtm.dk www.abtm.dk	YES
	Færdselsstyrelsen **(Danish Road Traffic Authority)** deals with complaints of passengers who are not considered as consumers under Danish Law	Sorsigvej 35 6760 Ribe Tel.: +45 7221 8899 info@fstyr.dk www.fstyr.dk	
Estonia	**Tarbijakaitse ja Tehnilise Järelevalve Amet** (Consumer Protection and Technical Regulatory Authority of Estonia)	Endla 10a, 10122 Tallinn, Estonia Tel: + 372 667 2000 info@ttja.ee www.ttja.ee	YES
Finland	**Kuluttaja-asiamies** **Kilpailu- ja kuluttajavirasto** (Consumer Ombudsman Competition and Consumer Authority) Supervision of the interests of consumers on a collective level (no handling of individual cases)	POB 5 FI – 00531 Helsinki, Finland Tel. +358 29 505 3000 kirjaamo@kkv.fi www.kkv.fi	YES
	Kuluttajariitalautakunta (Consumer Disputes Board) Complaints from private consumers	P.O. Box 306 FI – 00531 Helsinki, Finland Tel. +358 29 566 5200 kril@oikeus.fi www.kuluttajariita.fi	

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
	The Finnish Transport and Communications Agency (Traficom) Complaints from PRM-passengers and supervision of the rights of non-consumers (i.e. business travellers, no handling of individual cases)	Kumpulantie 9, 00520 P.O. Box 320 FI-00059 TRAFICOM, Finland Tel.: +358 29 534 5000 kirjaamo@traficom.fi https://www.traficom.fi/en/	
France	**Ministère de l'Economie et des Finances** **Direction Générale de la Concurrence, de la Consommation et de la Répression des fraudes - D.G.C.C.R.F. (Directorate General for Competition, Consumption and Anti-Fraud)** (Ministry of Economy and Finance)	59, boulevard Vincent Auriol 75703 Paris Cedex 13 Tél : +33 1 40 04 04 04 Website : https://www.economie.gouv.fr/dgccrf Online complaint form: https://signal.conso.gouv.fr/	NO
Germany	**Eisenbahn-Bundesamt (EBA)** (The Federal Railway Authority)	Heinemannstraße 6 53175 Bonn, Germany Tel: +49 228 30795 – 400 Website: https://www.eba.bund.de/DE/home_node.html https://www.eba.bund.de/EN/PassengerRights/passengerrights_node.html Online complaint form: Online-Beschwerdeformular	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Greece	**ΓΕΝΙΚΉ Δ /ΝΣΗ ΜΕΤΑΦΟΡΏΝ ΤΟΥ ΥΠΟΥΡΓΈΙΟΥ ΥΠΟΔΟΜΏΝ ΚΑΙ ΜΕΤΑΦΟΡΩΝ** **Δ/ΝΣΗ ΕΠΙΒΑΤΙΚΏΝ ΜΕΤΑΦΟΡΏΝ** (GENERAL DIRECTORATE FOR TRANSPORT – MINISTRY OF INFRASTRUCTURE AND TRANSPORT DIRECTORATE FOR PASSENGER TRANSPORT)	2, ANASTASEOS STR., & TSIGANTE, GR 10191, PAPAGOS, ATTICA, GREECE E-MAIL: DEPM@YME.GOV.GR	NO
	ΟΡΓΑΝΙΣΜΟΣ ΑΣΤΙΚΩΝ ΣΥΓΚΟΙΝΩΝΙΩΝ ΑΘΗΝΩΝ (ATHENS URBAN TRANSPORT ORGANIZATION) (COMPLAINT HANDLING FOR SERVICES IN THE ATTICA REGION)	15 METSOVOU STREET 10682, ATHENS, GREECE TEL: +302108200999 EMAIL: OASA@OASA.GR	
	ΟΡΓΑΝΙΣΜΟΣ ΣΥΓΚΟΙΝΩΝΙΑΚΟΥ ΕΡΓΟΥ ΘΕΣΣΑΛΟΝΙΚΗΣ ΤΜΗΜΑ ΣΤΡΑΤΗΓΙΚΟΥ ΣΧΕΔΙΑΣΜΟΥ (THESSALONIKI URBAN TRANSPORT ORGANIZATION DEPARTMENT OF STRATEGIC PLANNING) (COMPLAINT HANDLING FOR SERVICES IN THE THESSALONIKI REGION)	THERMI-17001, THESSALONIKI, GREECE TEL:2310-483073 EMAIL: info@oseth.com.gr	
Hungary	**Ministry of Construction and Transport** **Road Transport Control Department**	H-1066 Budapest Teréz krt 38. Postal address: H-1442 Budapest, P.O. Box 89. Tel: +36-1-373 1479 e-mail: buszoshatosag@ekm.gov.hu	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Ireland	**National Transport Authority**	Dun Sceine Harcourt Lane Dublin 2, Ireland info@nationaltransport.ie www.nationaltransport.ie	YES
Italy	**AUTORITA' DI REGOLAZIONE DEI TRASPORTI (ART)** (Transport Regulation Authority)	VIA NIZZA N. 230 – 10126 Torino Tel:+390111912550 http://www.autorita-trasporti.it/ pec@pec.autorita-trasporti.it ddu@autorita-trasporti.it	YES
Latvia	**VSIA Autotransporta direkcija** (The Road Transport Administration)	atd@atd.lv	YES
Lithuania	**Valstybinė vartotojų teisių apsaugos tarnyba** State Consumer Rights Protection Authority (for submission of complaints)	Vilniaus str. 25, LT-01402 Vilnius Republic of Lithuania Tel.: +370 5 262 6751 Fax: +370 5 279 1466 tarnyba@vvtat.lt www.vvtat.lt	YES
	Lietuvos transporto saugos administracija **Lithuanian Transport Safety Administration** (for the general enforcement of the Regulation as regards regular services)	Švitrigailos str. 42, LT-03209 Vilnius Republic of Lithuania Tel.: +370 5 278 5601 Fax: +370 5 213 2270 ltsa@ltsa.lt https://ltsa.lrv.lt	
Luxembourg	**Ministère de la Protection des consommateurs** 271, route d'Arlon L-1150 Luxembourg Adresse postale : B.P 119 L-2011 Luxembourg	Tel: +352 247-73700 passagers@mpc.etat.lu https://guichet.public.lu/fr/citoyens/citoyennete/protection-consommateur/droits-voyageurs/droit-passagers-autocars.html	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Malta	**Malta Competition and Consumer Affairs Authority**	Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010 landpassangerrights.mccaa@mccaa.org.mt Tel: +356 2395 2000 Fax : +356 2124 2406 https://www.mccaa.org.mt/Section/Content?contentId=1218	YES
Netherlands	**Inspectie Leefomgeving en Transport (ILT) – Ministerie van Infrastructuur en Waterstaat ILT/Rail en Wegvervoer** (Human Environment and Transport Inspectorate (ILT) – Ministry of Infrastructure and Water Management) *Complaints for bus and coach services which are not part of travel/holiday package*	Postbus 16191 2500 BD Den Haag Tel: + 31 (0) 88 489 00 00 www.ilent.nl ILT-loket@ILenT.nl	YES
	Ministerie van Economische zaken en Klimaat **Autoriteit Consument en Markt** **Ministry of Economic Affairs and Climate** Authority for Consumers and Markets (protection of consumer interest) *Complaints about travel packages/package holidays including bus and coach services*	PO Box 16326 2500 BH The Hague The Netherlands Tel: +31 (0) 88 070 7070 https://www.acm.nl/en/contact https://www.consuwijzer.nl/contact	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Poland	**Główny Inspektorat Transportu Drogowego**	Al. Jerozolimskie 94 00-807 Warszawa tel. +48 22 220 40 00 fax +48 22 220 48 99 www.gitd.gov.pl info@gitd.gov.pl For complaints: postepowania.btm@gitd.gov.pl	YES
	The regional authorities responsible for bus and coach passenger rights:		
	Urząd Marszałkowski Województwa Dolnośląskiego	Wybrzeże Słowackiego 12-14 50-411 Wrocław tel. +48 71 776 90 53 fax +48 71 341 81 48 www.umwd.dolnyslask.pl umwd@dolnyslask.pl	
	Urząd Marszałkowski Województwa Kujawsko-Pomorskiego	Plac Teatralny 2 Toruń 87-100 tel. +48 56 621 86 00, 621 86 10 fax +48 56 621 87 23 www.kujawsko-pomorskie.pl punkt.informacyjny@kujawsko-pomorskie.pl	
	Urząd Marszałkowski Województwa Lubelskiego	ul. Spokojna 4 20-074 Lublin tel. +48 81 441 66 00 fax +48 81 441 66 02 www.lubelskie.pl info@lubelskie.pl	
	Urząd Marszałkowski Województwa Lubuskiego	ul. Podgórna 7 65-057 Zielona Góra tel. +48 68 456 52 00 fax +48 68 456 52 96 www.lubuskie.pl kancelaria.ogolna@lubuskie.pl	

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
	Urząd Marszałkowski Województwa Łódzkiego	al. Piłsudskiego 8 90-051 Łódź tel. +48 42 663 30 00 fax +48 42 663 33 80 www.lodzkie.pl info@lodzkie.pl	
	Urząd Marszałkowski Województwa Małopolskiego	ul. Racławicka 56 30-017 Kraków tel. +48 12 630 31 07 fax +48 12 616 01 24 www.malopolskie.pl urzad@malopolska.mw.gov.pl urzad@umwm.pl	
	Urząd Marszałkowski Województwa Mazowieckiego	ul. Jagiellońska 26 03-719 Warszawa tel. +48 22 597 91 00 fax +48 22 597 92 90 www.mazovia.pl 10nspe_marszalkowski@mazovia.pl	
	Urząd Marszałkowski Województwa Opolskiego	ul. Piastowska 14 45-082 Opole tel. +48 77 541 65 10 fax +48 77 541 65 11 www.umwo.opole.pl umwo@umwo.opole.pl	
	Urząd Marszałkowski Województwa Podkarpackiego	al. Łukasza Cieplińskiego 4 35-010 Rzeszów skr. Pocz. 17 tel. +48 17 850 17 00 fax +48 17 850 17 01 www.podkarpackie.pl urzad@podkarpackie.pl	
	Urząd Marszałkowski Województwa Podlaskiego	ul. Kardynała Stefana Wyszyńskiego 1 15-888 Białystok tel. +48 85 665 45 49 fax +48 85 665 45 67 www.wrotapodlasia.pl kancelaria@wrotapodlasia.pl	

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
	Urząd Marszałkowski Województwa Pomorskiego	ul. Okopowa 21/27 80-810 Gdańsk tel. +48 58 326 85 55 fax +48 58 326 85 56 www.pomorskie.eu info@pomorskie.eu	
	Urząd Marszałkowski Województwa Śląskiego	ul. Ligonia 46 40-037 Katowice tel. +48 32 207 88 88 fax +48 32 774 09 35 www.slaskie.pl kancelaria@slaskie.pl	
	Urząd Marszałkowski Województwa Świętokrzyskiego	al. IX Wieków Kielc 3 25-516 Kielce tel. +48 41 342 18 78 fax +48 41 344 52 65 www.sejmik.kielce.pl kancelaria@sejmik.kielce.pl	
	Urząd Marszałkowski Województwa Warmińsko-Mazurskiego	ul. Emilii Plater 1 10-562 Olsztyn tel. +48 89 521 90 00 fax +48 89 521 95 69 www.warmia.mazury.pl dum@warmia.mazury.pl	
	Urząd Marszałkowski Województwa Wielkopolskiego	al. Niepodległości 34 61-714 Poznań tel. +48 61 626 66 66 fax +48 61 626 67 44 www.umww.pl info@umww.pl	
	Urząd Marszałkowski Województwa Zachodniopomorskiego	ul. Korsarzy 34 70-540 Szczecin tel. +48 91 480 72 43, 480 72 53 fax +48 91 489 39 68 www.wzp.pl marszalek@wzp.pl	

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
Portugal	**Autoridade da Mobilidade e dos Transportes** (Authority for Mobility and Transport)	Palácio Coimbra, Rua de Santa Apolónia, n.º 53, 1100-468 Lisboa Tel: +351 211 025 800 www.amt-autoridade.pt geral@amt-autoridade.pt	YES
Romania	**Inspectoratul de Stat pentru Controlul in Transportul Rutier** (State Inspectorate for Road Transport Control)	Blvd. Dinicu Golescu, no. 38, district 1 Bucharest, Romania Tel.: +40213136320 Fax:+40213116680 relatii-publice@isctr-mt.ro www.isctr-mt.ro	YES
Slovakia	**Slovenská obchodná inšpekcia – Ústredný inšpektorat** (Slovak Trade Inspection – Central Inspectorate)	Bajkalská 21/A 827 99 Bratislava , Slovakia Tel.: +421 2 58272 103 +421 2 58272 140 Fax: +421 2 53414 996 info@soi.sk www.soi.sk	YES
	MINISTERSTVO DOPRAVY (Ministry of Transport)	Namestie slobody 6 810 05 Bratislava Slovak Republic www.mindop.sk	
Slovenia	**Ministrstvo za infrastrukturo** (Ministry of Infrastructure)	Langusova ulica 4 1000 Ljubljana, Slovenia gp.mzi@gov.si www.mzi.gov.si	YES
Spain	**Ministerio de Transportes, Movilidad y Agenda Urbana – Secretaría General de Transportes, Movilidad y Agenda Urbana - Secretaría General de Transportes y Movilidad - Dirección General de Transporte Terrestre.** (Ministry of Transport, Mobility and Urban Agenda) at national level	Paseo de la Castellana 67 28071 Madrid www.mitma.es Tel: +3491 597 70 00 atencionciudadano@mitma.es dirgtt@mitma.es	NO

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier
	Regional authorities	https://www.mitma.es/transporte-terrestre/actividades-servicios/contacto	
Sweden	**Konsumentverket** (Swedish Consumer Agency)	Box 48 SE-651 02 Karlstad, Sweden Tel.: +46 771-42 33 00 konsumentverket@konsumentverket.se www.konsumentverket.se	NO
	Transportstyrelsen (Swedish Transport Agency)	kontakt@transportstyrelsen.se www.transportstyrelsen.se	

EEA countries applying Regulation (EU) No 181/2011[1]			Obligation to submit the complaint first to the carrier
Iceland	Transport Authority (*Samgöngustofa*)	http://www.icetra.is/	
Liechtenstein	Amt für Hochbau und Raumplanung (Office of Building Construction and Spatial Planning)	Städtle 38 Postfach 684 9490 Vaduz Tel.: +423 236 71 10 e-mail: info.ahr@llv.li https://www.llv.li/de	NO
Norway	Norwegian Public Roads Administration (*Statens Vegvesen*) Travel Complaint Handling Body		YES
Countries applying legal provisions equivalent to Regulation (EU) No 181/2011[2]			**Obligation to submit the complaint first to the carrier**

[1] As regards **the EEA countries**, Regulation (EU) No 181/2011 was incorporated in Annex XIII to the EEA Agreement by way of Decision No 115/2015 of the EEA Joint Committee (OJ L 211, 4.8.2016, p. 72: EUR-Lex - 22016D1298 - EN - EUR-Lex (europa.eu).

[2] In **Switzerland**, relevant rules started to apply on 1 January 2021, which implement the EU-Switzerland land transport agreement Annex I Section 5 (OJ L 114 30.4.2002, p. 91) https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02002A0430%2803%29-20211217

EEA countries applying Regulation (EU) No 181/2011[1]			Obligation to submit the complaint first to the carrier
Switzerland	Office fédéral des transports (OFT)	Organisme de contrôle de l'application Droits des passagers 3003 Berne droits.passagers@bav.admin.ch https://www.bav.admin.ch/bav/fr/home/droit/lois-ordonnances-conventions-internationales/principales-lois-et-ordonnances/droits-des-passagers/organisme-charge-du-controle-de-l-application%20.html	YES