



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 The Commission cannot be held responsible for any missing or outdated information.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: February 2025



| 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@mobiliteit.fgov.be https://mobiliteit.belgium.be/en/road/passagiersrechten https://mobiliteit.belgium.be/nl/weg/passagiersrechten https://mobiliteit.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 | nám. 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 | |


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|--|---|---|---|
| | 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 |
| | Færdelsesstyrelsen (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 | |

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|--|--|---|---|
| | <p>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)</p> | <p>Kumpulantie 9, 00520 P.O. Box 320 FI-00059 TRAFICOM, Finland Tel.: +358 29 534 5000 kirjaamo@traficom.fi https://www.traficom.fi/en/</p> | |
|  France | <p>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)</p> | <p>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/</p> | NO |
|  Germany | <p>Eisenbahn-Bundesamt (EBA) (The Federal Railway Authority)</p> | <p>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</p> | YES |

| Member State | Organisation | Contact details | Obligation to submit the complaint first to the carrier |
|--|--|---|---|
|  Greece | <p>ΓΕΝΙΚΗ Δ /ΝΣΗ ΜΕΤΑΦΟΡΩΝ ΤΟΥ ΥΠΟΥΡΓΕΙΟΥ ΥΠΟΔΟΜΩΝ ΚΑΙ ΜΕΤΑΦΟΡΩΝ</p> <p>Δ/ΝΣΗ ΕΠΙΒΑΤΙΚΩΝ ΜΕΤΑΦΟΡΩΝ</p> <p>(GENERAL DIRECTORATE FOR TRANSPORT – MINISTRY OF INFRASTRUCTURE AND TRANSPORT DIRECTORATE FOR PASSENGER TRANSPORT)</p> | <p>2, ANASTASEOS STR., & TSIGANTE, GR 10191, PAPAGOS, ATTICA, GREECE E-MAIL: DEPM@YME.GOV.GR</p> | NO |
| | <p>ΟΡΓΑΝΙΣΜΟΣ ΑΣΤΙΚΩΝ ΣΥΓΚΟΙΝΩΝΙΩΝ ΑΘΗΝΩΝ (ATHENS URBAN TRANSPORT ORGANIZATION) (COMPLAINT HANDLING FOR SERVICES IN THE ATTICA REGION)</p> | <p>15 METSOVOU STREET 10682, ATHENS, GREECE TEL: +302108200999 EMAIL: OASA@OASA.GR</p> | |
| | <p>ΟΡΓΑΝΙΣΜΟΣ ΣΥΓΚΟΙΝΩΝΙΑΚΟΥ ΕΡΓΟΥ ΘΕΣΣΑΛΟΝΙΚΗΣ ΤΜΗΜΑ ΣΤΡΑΤΗΓΙΚΟΥ ΣΧΕΔΙΑΣΜΟΥ (THESSALONIKI URBAN TRANSPORT ORGANIZATION DEPARTMENT OF STRATEGIC PLANNING) (COMPLAINT HANDLING FOR SERVICES IN THE THESSALONIKI REGION)</p> | <p>THERMI-17001, THESSALONIKI, GREECE TEL:2310-483073 EMAIL: info@oseth.com.gr</p> | |
|  Hungary | <p>Ministry of Construction and Transport Road Transport Control Department</p> | <p>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</p> | YES |

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|--|--|--|---|
|  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 On-line complaint form: EN: https://vvtat.lrv.lt/en/how-to-submit-a-request/ LT: https://www.vvtat.lt/vartotojams/kaip-pateikti-prasyma/431 | 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 | |

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|--|--|--|---|
|  Luxembourg | Direction 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/justice/protection-consommateur/droits-voyageurs/droit-passagers-autocars.html | YES |
|  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) <i>Complaints for bus and coach services which are not part of travel/holiday package</i> | Postbus 16191 2500 BD Den Haag Tel: + 31 (0) 88 489 00 00 www.ilent.nl ILT-loket@ILenT.nl | YES |

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|--|--|---|---|
| | <p>Ministerie van Economische zaken en Klimaat Autoriteit Consument en Markt</p> <p>Ministry of Economic Affairs and Climate Authority for Consumers and Markets (protection of consumer interest)</p> <p><i>Complaints about travel packages/package holidays including bus and coach services</i></p> | <p>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</p> | YES |
|  Poland | <p>Główny Inspektorat Transportu Drogowego</p> <p>The regional authorities responsible for bus and coach passenger rights:</p> <p>Urząd Marszałkowski Województwa Dolnośląskiego</p> <p>Urząd Marszałkowski Województwa Kujawsko-Pomorskiego</p> | <p>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</p> <p>For complaints: postepowania.btm@gitd.gov.pl</p> <p>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</p> <p>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</p> | YES |

| Member State | Organisation | Contact details | Obligation to submit the complaint first to the carrier |
|--------------|--|---|---|
| | 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 | |
| | 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. Raclawicka 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 | |

| Member State | Organisation | Contact details | Obligation to submit the complaint first to the carrier |
|--------------|--|---|---|
| | 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 urząd@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 | |
| | 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. Ligonja 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 | |


| Member State | Organisation | Contact details | Obligation to submit the complaint first to the carrier |
|---|--|--|---|
| | 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 | |
|  Portugal | Autoridade da Mobilidade e dos Transportes (Authority for Mobility and Transport) | Avenida António Augusto Aguiar, n.º 128, 1050-020 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) | Bldv. 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 | |

| Member State | Organisation | Contact details | Obligation to submit the complaint first to the carrier |
|---|--|--|---|
|  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 y Movilidad Sostenible - Dirección General de Transporte por Carretera y Ferrocarril Subdirección General de Transporte por Carretera y Ferrocarril (Ministry of Transport and Sustainable Mobility) | Paseo de la Castellana 67 28071 Madrid www.transportes.gob.es viajeros.tcyf@transportes.gob.es | YES |
| | Juntas arbitrales de transporte de las Comunidades Autónomas (Regional Authorities transportation boards) | https://www.transportes.gob.es/transporte-terrestre/contacto/juntas-arbitrales | |
|  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 (<i>Samgöngustofa</i>) | http://www.icetra.is/ | YES |
|  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 (<i>Statens Vegvesen</i>) 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-contrôle-de-l-application%20.html | YES |