**Instructions from the Maritime Administration**

In the event of a suspected infringement of Article 9(1) or (2) or Article 13 or 14 of Regulation (EU) No 1177/2010, i.e. an infringement of the rights of passengers when travelling by sea or on inland waterways:

1. If you wish to lodge a complaint with the carrier or terminal manager, you shall submit it within two months from the day the service was provided or should have been provided.

1. The carrier or terminal manager shall inform you within one month of receiving your complaint that complaint has been substantiated, rejected or is still being considered. The time for submitting the final answer is no longer than two months from the receipt of the complaint.

1. If the complaint has not been resolved with a carrier or the terminal operator, you can lodge a complaint to the Maritime Administration, Kopališko nabrežje 9, 6000 Koper, in person, by post or by email at ursp.box@gov.si and attach the documentation relating to the complaint in question:

* 1. your details (name, surname and contact details: address, telephone, email),
  2. details of the carrier or terminal operator,
  3. the date, place and a description of the infringement referred to in the complaint,
  4. a copy of the complaint lodged with the carrier or terminal operator with proof of service,
  5. the reply, if any, from the carrier or terminal operator or the date by when no final reply has been received,
  6. other: any photograph of the subject of the complaint, copy of the ticket, etc.

1. Complaints may be submitted in Slovenian, English or Italian. The complaint procedure is conducted in Slovenian.

1. The Maritime Administration will initiate an inspection procedure on the basis of the information and documentation received and, at your request, will inform you of its measures no later than after the inspection has been carried out and the last measure has been taken or the procedure has been discontinued.