
STATUTORY RULES OF NORTHERN IRELAND

2014 No. 180

**The Bus and Coach Passengers Rights and
Obligations (Designation and Enforcement)
Regulations (Northern Ireland) 2014**

Passenger Complaints

3.—(1) The designated body for the purpose of Article 28(3) of Regulation 181/2011 is the Department.

(2) A passenger shall send any complaint about an alleged contravention of Regulation 181/2011 by a carrier—

- (a) in the first instance, to the carrier who is the subject of the complaint; or
- (b) if the complaint is not resolved within 3 months of the date it was sent to the carrier, to the Department.

(3) A complaint in accordance with paragraph (2) shall be in writing.

Changes to legislation:

There are currently no known outstanding effects for the The Bus and Coach Passengers Rights and Obligations (Designation and Enforcement) Regulations (Northern Ireland) 2014, Section 3.