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STATUTORY RULES OF NORTHERN IRELAND

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**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.