
STATUTORY RULES OF NORTHERN IRELAND

2014 No. 186

**The Bus and Coach Passengers Rights and Obligations
(Designation of Terminals, Tour Operators and
Enforcement) Regulations (Northern Ireland) 2014**

Establishment/designation of passenger complaints handling system

6.—(1) The designated body for the purpose of Article 28(3) of Regulation 181/2011 to which any passenger may submit a complaint about an alleged contravention of Regulation 181/2011 is—

- (a) where the alleged contravention is by a terminal managing body, the Department of Regional Development; and
- (b) where the alleged contravention is by a travel agent or a tour operator, the Department of Enterprise, Trade and Investment.

(2) A passenger shall send any complaint about an alleged contravention of Regulation 181/2011 by a terminal managing body –

- (a) in the first instance to the terminal managing body 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 terminal managing body to the Department for Regional Development.

(3) A passenger shall send any complaint about an alleged contravention of Regulation 181/2011 by a travel agent or a tour operator –

- (a) in the first instance to the travel agent or tour operator 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 travel agent or tour operator to the Department of Enterprise, Trade and Investment.

(4) A complaint in accordance with paragraphs (2) or (3) shall be in writing.