LOCAL WAY

Complaints, ADR and DSA Notices Procedure

Version 1, text revised on 29 October 2026

For Users, participants, Suppliers and persons submitting notices

1 - Purpose and channels

This procedure distinguishes between (a) support requests, (b) contractual complaints about Transactions, payments, cancellations or refunds, (c) the exercise of data protection rights, (d) notices under the Digital Services Act concerning content or activities believed to be illegal, and (e) Supplier complaints about the intermediation service.

Type	Channel	Suggested subject line
Support or commercial complaint	info@local-way.com	COMPLAINT: Transaction number
Privacy and data protection rights	info@local-way.com	PRIVACY REQUEST
DSA notice	info@local-way.com	DSA NOTICE: URL/content
Formal communication	localway@pec.it	State the category and references

Communications may be written in Italian or English. Identity documents need only be sent if essential to verify identity. Never send full card numbers, passwords or one-time passcodes.

2 - Complaints about bookings, payments, cancellations or refunds

The complaint identifies the sender and their contact details, Booking number, Service and Supplier, facts, requested outcome and available supporting documents. Local Way acknowledges receipt and assigns a reference. Missing information does not result in automatic rejection. Support requests any necessary additional information.

1. Local Way checks which relationship is involved: the digital or intermediation service, the contract with the Supplier for the Service, or both.

2. Only the information needed to resolve the request is forwarded to the Supplier, together with the timeframe for a response.

3. A reasoned outcome is communicated within 30 days of receipt of the complete complaint, except in exceptionally complex cases. In that event the delay is explained and a new deadline given.

4. The outcome distinguishes the amounts attributable to the Supplier, any Local Way fee, the refund method and the payment service provider's processing time.

5. A refusal states the facts established, the clause applied and the available remedies, without limiting mandatory rights.

3 - Internal escalation

The user may request a second assessment within 30 days of the outcome, quoting the complaint reference and identifying the points disputed. The review considers the facts, documents and disputed grounds. Its outcome is communicated on a durable medium. This deadline does not limit statutory rights of redress.

4 - Alternative dispute resolution (ADR)

If a consumer complaint is not resolved, Local Way identifies on a durable medium the competent ADR body or bodies on the official lists and states whether it intends to participate. This procedure does not constitute a general commitment to a specific body and does not deprive consumers of the right to go to court.

ADR bodies are impartial organisations that help resolve consumer disputes without going to court. National lists and up-to-date information are available on the website of the Italian Ministry of Enterprises and Made in Italy. Consumers in cross-border disputes may also contact ECC-Net.

The European ODR platform has been discontinued since 20 July 2025. The ADR channels identified in this procedure remain available.

5 - DSA notices of illegal content or activities

Anyone may report a specific item of information on the platform that they believe to be illegal. Notices are handled diligently, promptly, objectively and without arbitrariness. The person submitting a notice need not be a customer.

5.1 Minimum contents of a notice

- a sufficiently substantiated explanation of why the information is believed to be illegal;
- the exact URL or other information identifying the location of the content, with a screenshot where appropriate;
- the name and email address of the person submitting the notice, except where the notice concerns sexual offences against children in the cases provided for by the DSA;
- a statement of good faith as to the accuracy and completeness of the information;
- any urgency or risk to persons, with a clear account of the facts.

5.2 Assessment and decision

1. Receipt is acknowledged without undue delay where electronic contact details are available.

2. Local Way gives priority to imminent danger, child protection, fraud, security and manifestly illegal content.

3. Local Way may decide to take no action, restrict visibility, remove the content, suspend a service or account, or refer the matter to the competent authority.

4. Local Way informs the person who submitted the notice of its decision and available remedies. It informs the person subject to a restriction of the facts, legal or contractual basis, scope and duration of the measure and avenues of redress under Article 17 DSA. No automated content analysis tools are used. Statutory prohibitions on disclosure remain applicable.

5. A notice does not automatically result in removal. The identity of the person submitting it is not disclosed to the author unless required by law.

6 - Challenging a moderation decision

The person affected may challenge a measure by replying to the decision notice or emailing info@local-way.com with the subject "DSA APPEAL" and the decision reference. The review considers the context, evidence, proportionality and applicable rules. Remedies under the DSA and national law remain available.

7 - Point of contact and communications with authorities

The DSA electronic point of contact for service recipients and authorities is info@local-way.com. Communications are accepted in Italian and English. The certified email address (PEC) for formal communications is localway@pec.it.

8 - Supplier complaints and P2B

Suppliers may challenge restrictions, suspensions, terminations, rankings, payments or technical issues by emailing info@local-way.com under Article 28 of the Supplier Terms. The complaints system remains available even while the small-enterprise exemption from the obligations in Articles 11 and 12 of Regulation (EU) 2019/1150 applies. Local Way communicates an understandable outcome consistent with the reasons for the measure.

9 - Data protection, records and retention

Complaints and notices are accessible only to staff and parties whose involvement is necessary. The category, date, references, decision, reasoning, review and communications are recorded. Ordinary files are retained for 24 months after closure. Files involving litigation, fraud, an incident or a statutory obligation are kept for as long as required for legal defence or compliance. Irrelevant data are redacted or deleted.

10 - Transparency and updates

This procedure is accessible from the Platform and from decision notices. A notice may be filed using the contact details in Article 1 and the information listed in Article 5. Registration is not required.

Main official sources

- Ministry of Enterprises and Made in Italy, ADR: https://www.mimit.gov.it/it/sceglilalternativa/cosa-sono
- MIMIT frequently asked questions on dispute resolution: https://www.mimit.gov.it/it/assistenza/domande-frequenti/risoluzione-delle-controversie-domande-frequenti-faq
- Regulation (EU) 2022/2065, DSA: https://eur-lex.europa.eu/eli/reg/2022/2065/oj
- AGCOM: point of contact under Article 11 DSA: https://www.agcom.it/competenze/piattaforme-online/digital-service-act/comunicazione-rappresentante-legale-e-punto-di-contatto-ex-art-11-dsa
- Regulation (EU) 2019/1150, P2B: https://eur-lex.europa.eu/legal-content/IT/TXT/?uri=CELEX:32019R1150

- Regulation (EU) 2024/3228, repeal of the ODR Regulation: https://eur-lex.europa.eu/eli/reg/2024/3228/oj