

# TRIMESTRAL SUMMARY OF COMPLAINTS RECEIVED ON THE LINES CIVITAVECCHIA-ARBATAX-CAGLIARI

For the purposes of classification, reference is made at the complaint handling date

## \*TRIMESTER APRIL-MAY-JUNE 2022

N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
1	15.990	0,03%	Delay	Bonus	No rejection recorded
5			Other	Reimbursement/Bonus offered	No rejection recorded
<b>TOT 6</b>					

(\*) Also includes period from 23.03.2022 to 31.03.2022

## TRIMESTER JULY-AUGUST-SEPTEMBER 2022

N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
4	38.274	0,55%	Delay	Bonus	No rejection recorded
17			Other	Reimbursement/Bonus offered	No rejection recorded
<b>TOT 21</b>					

## TRIMESTER OCTOBER-NOVEMBER-DECEMBER 2022

N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
17	15.726	0,15%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
6			Other	Reimbursement/Bonus offered	No rejection recorded
<b>TOT 23</b>					

## TRIMESTER JANUARY-FEBRUARY-MARCH 2023

N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
1	10.929	0,03%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
2			Other	Reimbursement/Bonus offered	No rejection recorded
<b>TOT 3</b>					

## TRIMESTER APRIL-MAY-JUNE 2023

N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
-	22.439	0,03%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
6			Other	Reimbursement/Bonus offered	No rejection recorded
<b>TOT 6</b>					

## TRIMESTER JULY-AUGUST-SEPTEMBER 2023

N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
1	43.973	0,05%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
21			Other	Reimbursement/Bonus offered	No rejection recorded
<b>TOT 22</b>					