

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

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

(*) Also includes period from 23.03.2022 to 31.03.2022

TRIMESTER JULY-AUGUST-SEPTEMBER 2022

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

TRIMESTER OCTOBER-NOVEMBER-DECEMBER 2022

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