

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
TOT 6					

(*) 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
TOT 21					

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
TOT 23					

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
TOT 3					

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
TOT 6					

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
TOT 22					

TRIMESTER OCTOBER-NOVEMBER-DECEMBER 2023					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
4	15.862	0,07%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
7			Other	Reimbursement/Bonus offered	No rejection recorded
TOT 11					

TRIMESTER JANUARY-FEBRUARY-MARCH 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
9	11.240	0,12%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
4			Other	Reimbursement/Bonus offered	No rejection recorded
TOT 13					

TRIMESTER APRIL-MAY-JUNE 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
31	20.249	0,16%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
2			Other	Reimbursement/Bonus offered	No rejection recorded
TOT 33					

TRIMESTER JULY-AUGUST-SEPTEMBER 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
24	41.260	0,06%	Other	Reimbursement/Bonus offered	No rejection recorded
TOT 24					

TRIMESTER OCTOBER-NOVEMBER-DECEMBER 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
6	17.068	0,06%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
4			Other	Reimbursement/Bonus offered	No rejection recorded
TOT 10					