

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 JULY-AUGUST-SEPTEMBER 2023

<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	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

<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	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

<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>
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

<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>
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

<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>
24	41.260	0,06%	Other	Reimbursement/Bonus offered	No rejection recorded
TOT 24					

TRIMESTER OCTOBER-NOVEMBER-DECEMBER 2024

<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>
6	17.068	0,06%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
4			Other	Reimbursement/Bonus offered	No rejection recorded
TOT 10					

TRIMESTER JANUARY-FEBRUARY-MARCH 2025

<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>
12	12.176	0,11%	Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
2			Other	Reimbursement/Bonus offered	No rejection recorded
TOT 14					