

TRIMESTRAL SUMMARY OF COMPLAINTS RECEIVED ON THE LINES NAPLES-CAGLIARI-PALERMO LINE

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

TRIMESTRAL JUNE-JULY-AUGUST 2021

<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>
7	49.393	0,01%	Other	Reimbursement/Bonus offered	No rejection recorded

*dato comprensivo dei driver dei veicoli commerciali

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 2021

<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>
11	26.587	0,04%	Other	Bonus offered	No rejection recorded

TRIMESTRAL DECEMBER 2021 - JANUARY-FEBRUARY 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	14.189	0,13%	Other	Bonus offered	No rejection recorded
18			Delay/cancellation	Reimbursement offered	No rejection recorded
TOT 19					

TRIMESTRAL MARCH-APRIL-MAY 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	20.847	0,03%	Other	Bonus offered	No rejection recorded
3			Delay/cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 7					

TRIMESTRAL JUNE-JULY-AUGUST 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>
25	60.176	0,05%	Other	Reimbursement/Bonus offered	No rejection recorded
3			Delay	Reimbursement/Bonus offered	No rejection recorded
TOT 28					

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 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>
11	29.508	0,08%	Other	Reimbursement/Bonus offered	No rejection recorded
12			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 23					

TRIMESTRAL DECEMBER 2022 - JANUARY-FEBRUARY 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	21.070	0,10%	Other	Reimbursement/Bonus offered	No rejection recorded
20			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 21					