

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

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

TRIMESTRAL JUNE-JULY-AUGUST 2021					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
7	49.393	0,01%	Other	Reimbursement/Bonus offered	No rejection recorded

*dato comprensivo dei driver dei veicoli commerciali

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 2021					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
11	26.587	0,04%	Other	Bonus offered	No rejection recorded

TRIMESTRAL DECEMBER 2021 - JANUARY-FEBRUARY 2022					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
1	14.189	0,13%	Other	Bonus offered	No rejection recorded
3			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 29					

TRIMESTRAL MARCH-APRIL-MAY 2022					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
4			Other	Bonus offered	No rejection recorded
3	20.847	0,03%	Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 7					

TRIMESTRAL JUNE-JULY-AUGUST 2022					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
25			Other	Reimbursement/Bonus offered	No rejection recorded
3	60.176	0,05%	Delay	Reimbursement/Bonus offered	No rejection recorded
TOT 28					

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 2022					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
11	29.508	0,08%	Other	Reimbursement/Bonus offered	No rejection recorded
3			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 23					

TRIMESTRAL DECEMBER 2022-JANUARY-FEBRUARY 2023					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
1	21.070	0,10%	Other	Reimbursement/Bonus offered	No rejection recorded
20			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 21					

TRIMESTRAL MARCH-APRIL-MAY 2023					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
6	29.627	0,06%	Other	Reimbursement/Bonus offered	No rejection recorded
13			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 23					

TRIMESTRAL JUNE-JULY-AUGUST 2023					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
74			Other	Reimbursement/Bonus offered	No rejection recorded
4	86.729	0,09%	Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 78					

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 2023					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
24	36.562	0,07%	Other	Reimbursement/Bonus offered	No rejection recorded
2			Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 26					

TRIMESTRAL DECEMBER 2023-JANUARY-FEBRUARY 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
38	25.128	0,15%	Other	Reimbursement/Bonus offered	No rejection recorded
10			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 48					

TRIMESTRAL MARCH-APRIL-MAY 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
3	30.071	0,01%	Other	Reimbursement/Bonus offered	No rejection recorded
1			Delay/Cancellation		
TOT 4					

TRIMESTRAL JUNE-JULY-AUGUST 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
60	42.777	0,14%	Other	Reimbursement/Bonus offered	No rejection recorded
TOT 60					

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 2024					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
24	37.143	0,08%	Other	Reimbursement/Bonus offered	No rejection recorded
6			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 30					

TRIMESTRAL - DECEMBER 2024 - JANUARY - FEBRUARY 2025					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
10	26.856	0,06%	Other	Reimbursement/Bonus offered	No rejection recorded
7			Delay/Cancellation	Reimbursement/Bonus offered	No rejection recorded
TOT 17					

TRIMESTRAL MARCH - APRIL - MAY 2025					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
7	32.987	0,02%	Other	Reimbursement/Bonus offered	No rejection recorded
1			Delay/Cancellation		
TOT 8					

TRIMESTRAL JUNE-JULY-AUGUST 2025					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
61	91.007	0,07%	Other	Reimbursement/Bonus offered	No rejection recorded
1			Delay/Cancellation		
TOT 62					

TRIMESTRAL SEPTEMBER-OCTOBER-NOVEMBER 2025					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
25	42.180	0,06%	Other	Reimbursement/Bonus offered	No rejection recorded
1			Delay/Cancellation		
TOT 26					

TRIMESTRAL DECEMBER 2025 - JANUARY-FEBRUARY 2026					
N. COMPLAINTS RECEIVED	PAX TRASPORTED	% COMPLAINTS/PAX	REASON FOR COMPLAINTS	ACTIONS TAKEN	REASON OF REJECTION
9	25.668	0,15%	Other	Reimbursement/Bonus offered	No rejection recorded
20			Delay/Cancellation		
TOT 29					