

## QUARTERLY SUMMARY OF COMPLAINTS RECEIVED ON THE LINE CIVITAVECCHIA-ARBATAX-CAGLIARI

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

### \* QUARTER OCTOBER-NOVEMBER-DECEMBER 2021

<i>NO. COMPLAINTS RECEIVED</i>	<i>PAX TRANSPORTED</i>	<i>% COMPLAINTS/PAX</i>	<i>REASONS FOR COMPLAINTS</i>	<i>N.</i>	<i>REASONS FOR COMPLAINTS</i>	<i>N.</i>	<i>ACTIONS TAKEN</i>	<i>REASONS FOR REJECTION</i>
4	12.794	0,03%	Other	2	Delay	2	Reimbursement/ bonus offered	No rejection recorded

(\*) Also includes period from 23.9.2021 to 30.9.2021