

TRIMESTRAL SUMMARY OF COMPLAINTS RECEIVED ON THE LINES CIVITAVECCHIA-ARBATAX-

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

*TRIMESTER APRIL-MAY-JUNE 2022

<i>N. COMPLAINTS RECEIVED</i>	<i>PAX TRASPORTED</i>	<i>% COMPLAINTS/PAX</i>	<i>REASON FOR COMPLAINTS</i>	<i>ACTIONS TAKEN</i>
1	15.990	0,03%	Delay	Bonus
5			Other	Reimbursement/Bonus offered
TOT 6				

(*) Also includes period from 23.03.2022 to 31.03.2022

TRIMESTER JULY-AUGUST-SEPTEMBER 2022

<i>N. COMPLAINTS RECEIVED</i>	<i>PAX TRASPORTED</i>	<i>% COMPLAINTS/PAX</i>	<i>REASON FOR COMPLAINTS</i>	<i>ACTIONS TAKEN</i>
4	38.274	0,55%	Delay	Bonus
17			Other	Reimbursement/Bonus offered
TOT 21				

-CAGLIARI

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<i>REASON OF REJECTION</i>
No rejection recorded
No rejection recorded

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<i>REASON OF REJECTION</i>
No rejection recorded
No rejection recorded