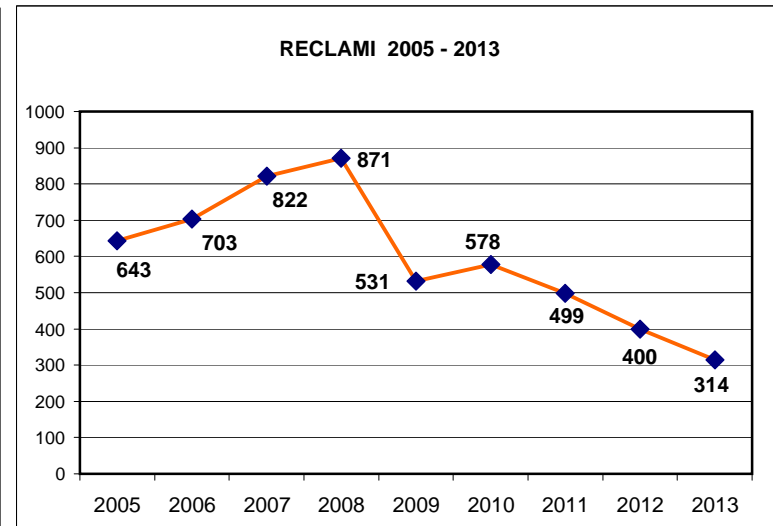
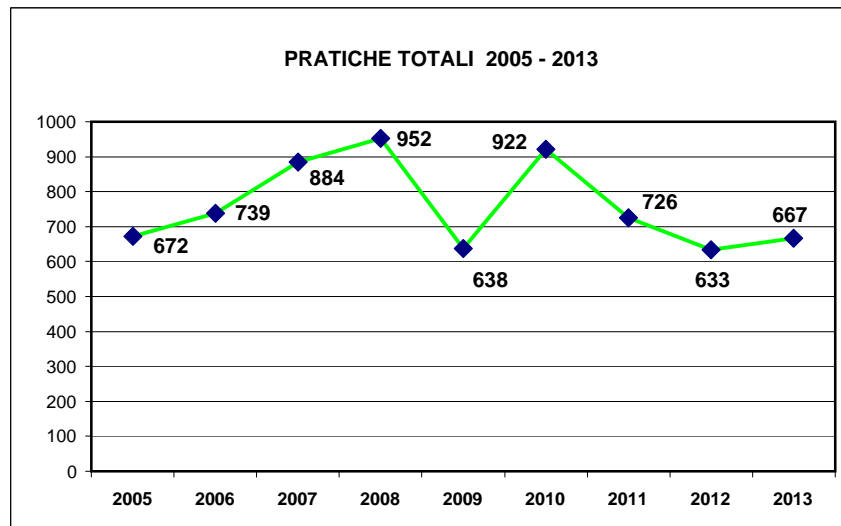
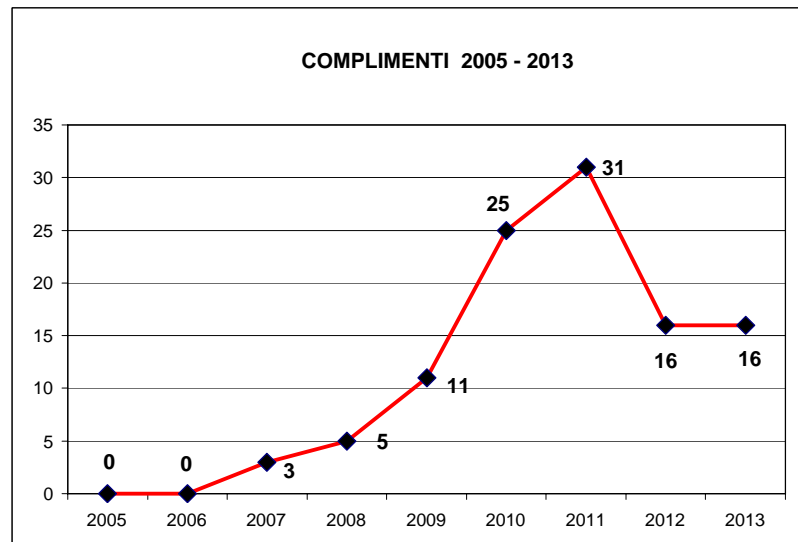
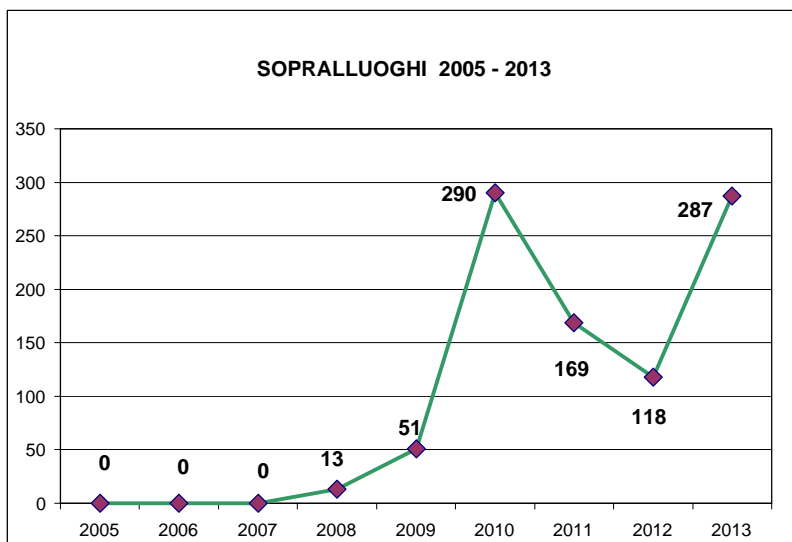
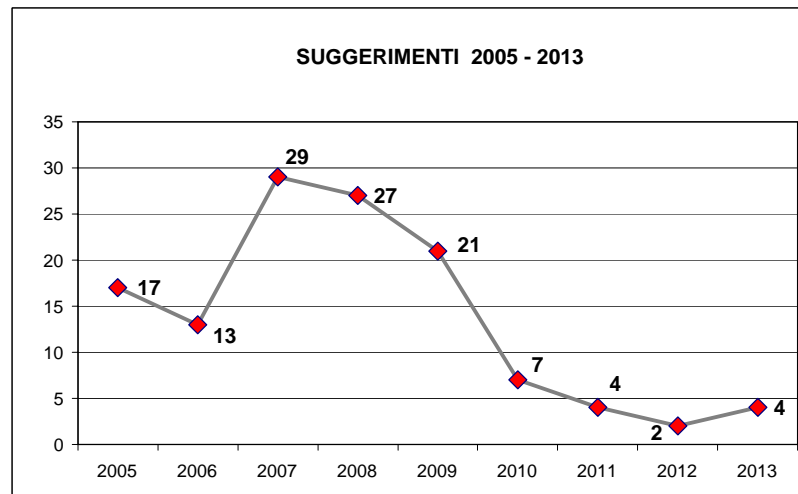
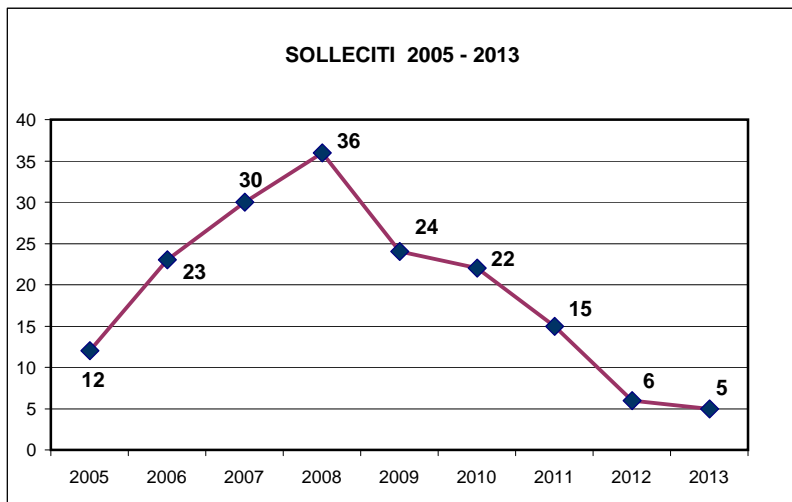


TREND GESTIONE RECLAMI 2005 - 2013

TIPOLOGIA / ANNO	2005	2006	2007	2008	2009	2010	2011	2012	2013
Complimenti	0	0	3	5	11	25	31	16	16
Istanze o Richieste	/	/	/	/	/	/	8	56	41
Reclami	643	703	822	871	531	578	499	400	314
Solleciti	12	23	30	36	24	22	15	6	5
Suggerimenti	17	13	29	27	21	7	4	2	4
Sopralluoghi	0	0	0	13	51	290	169	118	287
TOTALE PRATICHE EVASE	672	739	884	952	638	922	726	633	667
Risposte oltre 12 (10) gg.	111	179	201	180	101	135	80	85	56
Tempi medi di risposta gg. TUTTE LE PRATICHE	6	8,45	7,7	7,51	7,92	7,77	5,96	6,59	6,89
Tempi medi di risposta SOLO RECLAMI gg.	5,99	8,39	7,61	7,51	6,5	6,18	5,47	5,72	6,78



TREND GESTIONE RECLAMI 2005 - 2013



TREND GESTIONE RECLAMI 2005 - 2013

