



URZĄD MORSKI W SZCZECINIE

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Report under EU Regulation No. 1177/2010

Pursuant the article 26 of the European Parliament and of the Council of 24 November 2010 concernign the rights of passengers when traveling by sea and inland waterway and amending Regulation (EC) No. 2006/2004 for the period from January 01, 2023 to December 31, 2024:

Complaints filed with the Maritime Office in Szczecin as an appeal body:

	Number of complaints	Reason for complaint				number of complaints dismissed	notes
		cancellation/delay	discrimination	lack of assistance	association with disability		
01 st of January 2023 – 31 st of December 2023	0	-	-	-	-	0	-
01 st of January 2024 – 31 st of December 2024	0	-	-	-	-	0	-

	Number of sanctions imposed	Type of sanction imposed	The amount of the penalty or fine
01 st of January 2023 – 31 st of December 2023	0	0	0
01 st of January 2024 – 31 st of December 2024	0	0	0

Complaints filed with carriers from the territorial scope of the Director of the Maritime Office in Szczecin (based on data sent by one carrier)

	Number of passengers / number of complaints	Reason for complaint				number of complaints dismissed	notes
		cancellation/delay	discrimination	lack of assistance	association with disability		
01 st of January 2023 – 31 st of	1041 passengers	-	-	-	-	-	-

December 2023	0 complaints						
01 st of January 2024 – 31 st of December 2024	956 passengers	-	-	-	-	-	-
	0 complaints						