附件1：

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| 2022 年旅游投诉数据信息汇总表 | | |
| 填表单位（加盖公章）： 随县文旅局 | 填表人： 杨鹏 | 联系方式： 3566069 |

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| 序号 | 层级 | 投诉量  （件） | 受理量  （件） | 受理率  (%) | 调解成功（件） | 调解成功率(%) | 结案  （件） | 法定时限结案率(%) | 挽回经济损失  (万元） | 投诉对象 | | | |
| 旅行社  （件） | 旅游景区（件） | 旅游住宿（件） | 在线旅游企业（件） |
| 1 | 市本级 |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 | 县（市、区） | 134 | 134 | 100% | 123 | 91.8% | 123 | 91.8% |  |  | 118 | 5 |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 投诉量超过3件的企业：无 | | | | | | | | | | | | | |
| 投诉较集中的问题：无 | | | | | | | | | | | | | |