附件1

2024年三季度湖南省旅游投诉情况报表

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 市州 | 旅游有效投诉总量 | 12345投诉量 | 受理量 | 结案量 | 受理率 | 结案率 | 赔偿金额(万元) |
| 省中心 | 52 | 0 | 52 | 51 | 100% | 98% | 7.49 |
| 长沙 | 887 | 887 | 887 | 887 | 100% | 100% | 28 |
| 株洲 | 56 | 56 | 56 | 56 | 100% | 100% | 0.2879 |
| 湘潭 | 76 | 66 | 76 | 74 | 100% | 97.4% | 1.785 |
| 衡阳 | 29 | 26 | 29 | 29 | 100% | 100% | 3 |
| 岳阳 | 125 | 125 | 125 | 125 | 100% | 100% | 0 |
| 常德 | 33 | 31 | 33 | 33 | 100% | 100% | 0.29 |
| 邵阳 | 7 | 5 | 7 | 7 | 100% | 100% | 2.06 |
| 益阳 | 7 | 6 | 7 | 7 | 100% | 100% | 0.096 |
| 娄底 | 20 | 18 | 20 | 20 | 100% | 100% | 0.8 |
| 郴州 | 169 | 167 | 169 | 169 | 100% | 100% | 0.5 |
| 永州 | 32 | 32 | 32 | 32 | 100% | 100% | 0.1 |
| 湘西 | 30 | 23 | 30 | 30 | 100% | 100% | 0.6794 |
| 张家界 | 1765 | 1699 | 1765 | 1629 | 100% | 92.3% | 42.73 |
| 怀化 | 12 | 10 | 12 | 12 | 100% | 100% | 0.4 |
| 合计 | 3248 | 3119 | 3248 | 3110 | 100% | 95.7% | 80.73 |
| 备注：省中心的投诉包含在各市州数据内，不重复计入总数。 |