

Complaints By MCA Classification	
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Date From:	01-Jul-2009
Date To:	30-Sep-2009
Department:	All

MCA Classification	Opening Balance of unresolved complaints at start of period	Complaints received in Quarter	Complaints resolved in Quarter	Complaints unresolved at end of Quarter	Total recompense paid out
Delay	7	10	13	4	0.00
Substantial delay	1	2	2	1	0.00
Loss	31	135	138	28	133.69
Damage	8	69	60	17	30.83
Change of address	29	195	186	38	0.00
Mail delivery or collection	20	25	25	20	0.00
Mis-delivery	53	268	284	37	0.00
Access to Customer Service information	2	2	2	2	0.00
Access to Postal Services	2	7	2	7	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	54	194	200	48	110.42
Clients instructions	7	3	1	9	0.00
Registered Mail	18	51	55	14	0.00
Behaviour & Competence of Postal Personnel	3	8	10	1	0.00
Post Office Counter Service waiting times	0	1	0	1	0.00
<b>TOTALS:</b>	<b>235</b>	<b>970</b>	<b>978</b>	<b>227</b>	<b>274.94</b>

Customer complaints received during the period under review accounted for 0.00918% of all mail items handled