

Complaints By MCA Classification

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Date From:	01/Jul/2006
Date To:	30/Sep/2006
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	8	25	25	8	0.00
Substantial delay	7	13	16	4	0.00
Loss	91	323	330	84	15.75
Damage	11	40	42	9	84.00
Change of address	17	159	148	28	6.00
Mail delivery or collection	8	33	34	7	0.00
Mis-delivery	18	168	163	23	0.00
Access to Customer Service information	4	4	6	2	0.00
Access to Postal Services	5	2	6	1	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	63	210	199	74	7.04
Clients instructions	11	114	111	14	0.00
Registered Mail	16	74	79	11	0.00
Behaviour & Competence of Postal Person	7	5	11	1	0.00
Post Office Counter Service waiting times	2	1	3	0	0.00
TOTALS:	268	1171	1173	266	112.79