

Complaints By MCA Classification	
Date Printed:	03-Jul-2010 08:41
Date From:	01-Apr-2010
Date To:	30-Jun-2010
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	5	9	9	5	0.00
Substantial delay	1	0	0	1	0.00
Loss	17	50	50	17	13.82
Damage	7	40	33	14	0.00
Change of address	33	138	148	23	0.00
Mail delivery or collection	8	6	7	7	0.00
Mis-delivery	26	154	156	24	42.00
Access to Customer Service information	0	0	0	0	0.00
Access to Postal Services	4	2	1	5	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	15	7	6	16	0.00
Clients instructions	8	4	4	8	224.00
Registered Mail	10	44	34	20	0.00
Behaviour & Competence of Postal Personnel	10	9	11	8	0.00
Post Office Counter Service waiting times	0	0	0	0	0.00
Mail left partially out of the letter box	3	12	9	6	0.00
Mail not posted in letter box/posting slot	6	28	28	6	0.00
Inquiry concerning Locally posted mail	0	0	0	0	0.00
Inquiry concerning Incoming item - Foreign	2	4	2	4	0.00
Inquiry concerning Outgoing item - Foreign	0	0	0	0	0.00
P.O did not knock	9	27	30	6	0.00
RTS Wrong Endorsement	4	23	26	1	0.00
TOTALS:	168	557	554	171	279.82

Customer complaints received during the period under review accounted for 0.00513 % of all mail items handled