

<b>Complaints By MCA Classification</b>	
Date Printed:	04-Jan-2010 13:29
Date From:	01-Oct-2009
Date To:	31-Dec-2009
Department:	All

<b>MCA Classification</b>	<b>Opening Balance of unresolved complaints at start of period</b>	<b>Complaints received in Quarter</b>	<b>Complaints resolved in Quarter</b>	<b>Complaints unresolved at end of Quarter</b>	<b>Total recompense paid out</b>
Delay	5	11	14	2	0.00
Substantial delay	1	0	0	1	0.00
Loss	32	84	90	26	133.12
Damage	17	64	72	9	0.00
Change of address	49	194	227	16	0.00
Mail delivery or collection	20	24	24	20	0.00
Mis-delivery	47	235	256	26	0.00
Access to Customer Service information	2	0	1	1	0.00
Access to Postal Services	7	8	8	7	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	49	193	190	52	0.00
Clients instructions	9	1	2	8	0.00
Registered Mail	14	42	44	12	0.00
Behaviour & Competence of Postal Personnel	1	18	12	7	0.00
Post Office Counter Service waiting times	1	0	1	0	0.00
<b>TOTALS:</b>	<b>254</b>	<b>874</b>	<b>941</b>	<b>187</b>	<b>133.12</b>

Customer complaints received during the period under review accounted for 0.00727% of all mail items handled