

Complaints By MCA Classification	
Date Printed:	01-Oct-2010 11:33
Date From:	01-Jul-2010
Date To:	30-Sep-2010
Department:	All

MCA Classification	Opening Balance of unresolved complaints at start of period	Complaints received between 01.07.10 - 30.09.10	Complaints resolved between 01.07.10 - 30.09.10	Complaints unresolved at end of 30.09.10	Total recompense paid out
Delay	5	10	14	1	0.00
Substantial delay	1	1	2	0	0.00
Loss	17	23	24	16	35.33
Damage	15	44	47	12	0.00
Change of address	25	127	139	13	16.31
Mail delivery or collection	7	4	8	3	0.00
Mis-delivery	27	133	146	14	0.00
Access to Customer Service information	1	1	2	0	0.00
Access to Postal Services	5	4	7	2	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	16	16	22	10	28.11
Clients instructions	8	10	13	5	0.00
Registered Mail	20	57	71	6	35.13
Behaviour & Competence of Postal Personnel	8	7	12	3	0.00
Post Office Counter Service waiting times	0	4	2	2	0.00
Mail left partially out of the letter box	6	11	16	1	13.47
Mail not posted in letter box/posting slot	6	26	28	4	0.00
Locally posted mail	0	0	0	0	0.00
Incoming Postal Article - Foreign	5	0	4	1	129.15
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	6	26	30	2	0.00
RTS Wrong Endorsement	1	10	11	0	0.00
<b>TOTALS:</b>	<b>179</b>	<b>514</b>	<b>598</b>	<b>95</b>	<b>257.50</b>

Customer complaints received during the period under review accounted for 0.00481 % of all mail items handled