

Complaints By MCA Classification	
Date Printed:	12/Apr/2006 10:42
Date From:	01/Jan/2006
Date To:	31/Mar/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	2	24	19	7	0.00
Substantial delay	2	11	10	3	0.00
Loss	69	755	725	99	82.06
Damage	6	37	37	6	0.00
Change of address	10	182	179	13	10.00
Mail delivery or collection	7	8	15	0	0.00
Mis-delivery	9	176	172	13	0.00
Access to Customer Service information	0	1	1	0	0.00
Access to Postal Services	3	9	10	2	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	22	189	184	27	13.99
Clients instructions	20	207	214	13	0.00
Registered Mail	6	116	119	3	0.00
Behaviour & Competence of Postal Personnel	0	5	4	1	0.00
Post Office Counter Service waiting times	0	2	1	1	0.00
TOTALS:	156	1722	1690	188	106.05