

<b>Complaints By MCA Classification</b>	
Date Printed:	02/Jul/2008 10:29
Date From:	01/Apr/2008
Date To:	30/Jun/2008
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>
<b>Delay</b>	12	47	38	21	0.00
<b>Substantial delay</b>	0	9	5	4	0.00
<b>Loss</b>	47	137	147	37	0.00
<b>Damage</b>	13	59	58	14	0.00
<b>Change of address</b>	48	352	357	43	0.00
<b>Mail delivery or collection</b>	33	173	172	34	10.00
<b>Mis-delivery</b>	48	431	428	51	0.00
<b>Access to Customer Service information</b>	2	5	5	2	0.00
<b>Access to Postal Services</b>	0	3	3	0	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	80	429	443	66	19.52
<b>Clients instructions</b>	17	50	45	22	0.00
<b>Registered Mail</b>	22	168	161	29	32.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	4	31	29	6	0.00
<b>Post Office Counter Service waiting times</b>	0	0	0	0	0.00
<b>TOTALS:</b>	<b>326</b>	<b>1894</b>	<b>1891</b>	<b>329</b>	<b>61.52</b>