

<b>Complaints By MCA Classification</b>	
Date Printed:	01/Apr/2008 10:12
Date From:	01/Jan/2008
Date To:	31/Mar/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>	16	29	34	11	0.00
<b>Substantial delay</b>	1	4	5	0	0.00
<b>Loss</b>	65	135	154	46	81.53
<b>Damage</b>	13	62	62	13	4.70
<b>Change of address</b>	38	227	231	34	0.00
<b>Mail delivery or collection</b>	45	167	179	33	0.00
<b>Mis-delivery</b>	37	272	265	44	0.00
<b>Access to Customer Service information</b>	3	10	11	2	400.05
<b>Access to Postal Services</b>	4	4	8	0	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	92	373	388	77	11.65
<b>Clients instructions</b>	20	60	63	17	4.68
<b>Registered Mail</b>	18	101	98	21	0.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	5	16	17	4	0.00
<b>Post Office Counter Service waiting times</b>	1	1	2	0	0.00
<b>TOTALS:</b>	<b>358</b>	<b>1461</b>	<b>1517</b>	<b>302</b>	<b>502.61</b>