

Complaints By MCA Classification	
Date Printed:	11/Oct/2007 08:59
Date From:	01/Jul/2007
Date To:	30/Sep/2007
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	14	30	30	14	0.00
Substantial delay	4	4	5	3	0.00
Loss	60	130	132	58	18.69
Damage	21	50	57	14	0.00
Change of address	50	231	231	50	0.00
Mail delivery or collection	44	43	49	38	0.00
Mis-delivery	40	218	211	47	0.00
Access to Customer Service information	0	6	2	4	0.00
Access to Postal Services	4	5	5	4	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	122	300	292	130	77.80
Clients instructions	17	36	31	22	0.00
Registered Mail	26	67	70	23	0.00
Behaviour & Competence of Postal Personnel	5	12	11	6	0.00
Post Office Counter Service waiting times	0	1	1	0	0.00
TOTALS:	407	1133	1127	413	96.49