

Complaints By MCA Classification	
Date Printed:	10/Jan/2006 09:24
Date From:	01/Oct/2005
Date To:	31/Dec/2005
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
Delay	5	21	25	1
Substantial delay	1	17	16	2
Loss	56	1325	1314	67
Damage	3	30	27	6
Change of address	8	169	170	7
Mail delivery or collection	2	33	28	7
Mis-delivery	10	190	192	8
Access to Customer Service information	0	2	2	0
Access to Postal Services	1	22	20	3
How complaints are treated	0	0	0	0
Other complaints	22	204	204	22
Clients instructions	6	185	171	20
Registered Mail	11	289	294	6
Behaviour & Competence of Postal Personnel	0	9	9	0
Post Office Counter Service waiting times	0	4	4	0
TOTALS:	125	2500	2476	149

Total recompense paid out	
	0.00
	0.00
	9.12
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	90.44
	0.00
	0.00
	0.00
	0.00
	99.56