

Complaints By MCA Classification	
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Date To:	31/Dec/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	20	18	16	0.00
Substantial delay	3	4	6	1	0.00
Loss	58	162	155	65	0.00
Damage	16	37	40	13	0.00
Change of address	51	209	227	33	1.00
Mail delivery or collection	38	98	91	45	0.00
Mis-delivery	47	216	232	31	0.00
Access to Customer Service information	4	7	9	2	0.00
Access to Postal Services	4	6	6	4	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	130	324	366	88	2.50
Clients instructions	22	48	52	18	10.00
Registered Mail	23	85	90	18	0.00
Behaviour & Competence of Postal Personnel	6	16	17	5	0.00
Post Office Counter Service waiting times	0	1	0	1	0.00
TOTALS:	416	1233	1309	340	13.50