

Complaints By MCA Classification	
Date Printed:	22/Jul/2006 10:31
Date From:	01/Apr/2006
Date To:	30/Jun/2006
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	7	23	22	8	0.00
Substantial delay	3	20	16	7	0.00
Loss	100	719	729	90	0.00
Damage	6	42	37	11	0.00
Change of address	14	165	164	15	0.00
Mail delivery or collection	0	45	37	8	0.00
Mis-delivery	14	147	143	18	0.00
Access to Customer Service information	0	7	3	4	0.00
Access to Postal Services	3	7	5	5	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	28	266	233	61	1.00
Clients instructions	13	144	146	11	0.00
Registered Mail	3	96	83	16	12.00
Behaviour & Competence of Postal Personnel	2	10	5	7	0.00
Post Office Counter Service waiting times	1	1	0	2	0.00
TOTALS:	194	1692	1623	263	13.00