

Complaints By MCA Classification	
Date Printed:	16/Jan/2007 22:51
Date From:	01/Oct/2006
Date To:	31/Dec/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	8	41	30	19	0.00
Substantial delay	5	14	10	9	0.00
Loss	84	321	294	111	0.00
Damage	9	31	23	17	0.00
Change of address	31	172	165	38	0.00
Mail delivery or collection	7	93	61	39	0.00
Mis-delivery	24	150	149	25	0.00
Access to Customer Service information	2	2	4	0	0.00
Access to Postal Services	1	7	7	1	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	74	260	207	127	0.00
Clients instructions	14	119	101	32	0.00
Registered Mail	11	86	76	21	0.00
Behaviour & Competence of Postal Personnel	1	2	0	3	0.00
Post Office Counter Service waiting times	0	0	0	0	0.00
TOTALS:	271	1298	1127	442	0.00