

Complaints By MCA Classification	
Date Printed:	12/Apr/2007 11:07
Date From:	01/Jan/2007
Date To:	31/Mar/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	19	25	33	11	0.00
Substantial delay	9	12	16	5	0.00
Loss	112	155	205	62	41.17
Damage	17	53	50	20	9.68
Change of address	38	150	156	32	0.00
Mail delivery or collection	39	100	100	39	0.00
Mis-delivery	26	163	157	32	0.00
Access to Customer Service information	0	1	1	0	0.00
Access to Postal Services	1	3	3	1	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	128	253	268	113	49.32
Clients instructions	32	43	54	21	0.00
Registered Mail	21	66	61	26	5.00
Behaviour & Competence of Postal Personnel	2	14	12	4	0.00
Post Office Counter Service waiting times	0	1	1	0	0.00
TOTALS:	444	1039	1117	366	105.17