

Complaints By MCA Classification	
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Date From:	01/Jan/2009
Date To:	31/Mar/2009
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	13	21	26	8	2.28
Substantial delay	1	4	2	3	0.00
Loss	37	103	113	27	9.73
Damage	13	68	68	13	34.96
Change of address	51	174	197	28	62.89
Mail delivery or collection	28	75	77	26	0.00
Mis-delivery	47	242	253	36	0.00
Access to Customer Service information	2	4	4	2	0.00
Access to Postal Services	6	10	10	6	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	61	220	226	55	204.96
Clients instructions	14	11	6	19	0.00
Registered Mail	13	105	99	19	0.00
Behaviour & Competence of Postal Personnel	5	7	10	2	0.00
Post Office Counter Service waiting times	0	1	1	0	0.00
TOTALS:	291	1045	1092	244	314.82

Customer complaints received during the period under review accounted for 0.0099% of all mail items handled