

<b>Complaints By MCA Classification</b>	
Date Printed:	06/Oct/2008 09:25
Date From:	01/Jul/2008
Date To:	30/Sep/2008
Department:	All

<b>MCA Classification</b>	<b>Opening Balance of unresolved complaints at start of period</b>	<b>Complaints received in Quarter</b>	<b>Complaints resolved in Quarter</b>	<b>Complaints unresolved at end of Quarter</b>	<b>Total recompense paid out</b>
<b>Delay</b>	21	20	31	10	4380.33
<b>Substantial delay</b>	4	1	2	3	0.00
<b>Loss</b>	40	141	148	33	81.57
<b>Damage</b>	15	60	66	9	4.66
<b>Change of address</b>	60	354	369	45	9.32
<b>Mail delivery or collection</b>	34	125	123	36	81.50
<b>Mis-delivery</b>	60	406	434	32	0.00
<b>Access to Customer Service information</b>	1	1	1	1	0.00
<b>Access to Postal Services</b>	0	8	5	3	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	66	293	294	65	160.00
<b>Clients instructions</b>	22	22	25	19	4.66
<b>Registered Mail</b>	28	100	107	21	32.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	6	14	15	5	0.00
<b>Post Office Counter Service waiting times</b>	0	8	1	7	0.00
<b>TOTALS:</b>	<b>357</b>	<b>1553</b>	<b>1621</b>	<b>289</b>	<b>4754.04</b>