

<b>Complaints By MCA Classification</b>	
Date Printed:	03/Jan/2009 07:37
Date From:	01/Oct/2008
Date To:	31/Dec/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>	11	15	13	13	3206.20
<b>Substantial delay</b>	3	0	2	1	0.00
<b>Loss</b>	36	83	86	33	1842.09
<b>Damage</b>	11	61	59	13	0.00
<b>Change of address</b>	61	242	266	37	20.97
<b>Mail delivery or collection</b>	38	39	50	27	0.00
<b>Mis-delivery</b>	48	296	302	42	0.00
<b>Access to Customer Service information</b>	1	6	6	1	0.00
<b>Access to Postal Services</b>	3	8	5	6	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	68	236	248	56	346.33
<b>Clients instructions</b>	21	6	13	14	4.66
<b>Registered Mail</b>	22	73	83	12	35.80
<b>Behaviour &amp; Competence of Postal Personnel</b>	6	19	20	5	0.00
<b>Post Office Counter Service waiting times</b>	7	1	8	0	0.00
<b>TOTALS:</b>	<b>336</b>	<b>1085</b>	<b>1161</b>	<b>260</b>	<b>5456.05</b>