

<b>Complaints By MCA Classification</b>	
Date Printed:	01/Jul/2009 07:51
Date From:	01/Apr/2009
Date To:	30/Jun/2009
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>	8	17	21	4	0.00
<b>Substantial delay</b>	3	0	2	1	0.00
<b>Loss</b>	28	124	122	30	171.75
<b>Damage</b>	13	51	56	8	13.90
<b>Change of address</b>	41	162	180	23	0.00
<b>Mail delivery or collection</b>	26	30	36	20	0.00
<b>Mis-delivery</b>	50	245	254	41	0.00
<b>Access to Customer Service information</b>	2	0	1	1	0.00
<b>Access to Postal Services</b>	6	7	11	2	4.44
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	57	205	208	54	15.00
<b>Clients instructions</b>	19	2	14	7	80.43
<b>Registered Mail</b>	21	58	63	16	0.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	2	5	4	3	0.00
<b>Post Office Counter Service waiting times</b>	0	0	0	0	0.00
<b>TOTALS:</b>	<b>276</b>	<b>906</b>	<b>972</b>	<b>210</b>	<b>285.52</b>

Customer complaints received during the period under review accounted for 0.00793% of all mail items handled