

Complaints By MCA Classification	
Date Printed:	01-Apr-2010 08:23
Date From:	01-Jan-2010
Date To:	31-Mar-2010
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	3	7	7	3	0.00
Substantial delay	1	2	2	1	0.00
Loss	27	69	81	15	114.65
Damage	9	39	41	7	89.13
Change of address	22	171	168	25	23.29
Mail delivery or collection	21	11	24	8	15.87
Mis-delivery	30	215	223	22	0.00
Access to Customer Service information	1	0	1	0	0.00
Access to Postal Services	7	2	5	4	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	26	4	15	15	65.00
Clients instructions	8	8	8	8	0.00
Registered Mail	12	39	41	10	0.00
Behaviour & Competence of Postal Personnel	7	11	9	9	0.00
Post Office Counter Service waiting times	0	1	1	0	0.00
Mail left partially out of the letter box	1	17	15	3	0.00
Mail not posted in letter box/posting slot	4	40	38	6	0.00
Inquiry concerning Locally posted mail	0	0	0	0	0.00
Inquiry concerning Incoming item - Foreign	0	4	2	2	0.00
Inquiry concerning Outgoing item - Foreign	0	0	0	0	0.00
P.O did not knock	19	73	83	9	0.00
RTS Wrong Endorsement	3	28	27	4	0.00
TOTALS:	201	741	791	151	307.94

Customer complaints received during the period under review accounted for 0.00780% of all mail items handled