

Complaints and Enquiries Report - Quarterly							
Date Printed:	05-Apr-2011 11:39						
Date From:	01-Jan-2011						
Date To:	31-Mar-2011						
Department:	All						
Classification of Complaints	Opening Balance of unresolved complaints at start of period	Complaints received in Quarter	Complaints resolved in Quarter	Complaints unresolved at end of Quarter	Total compensation paid out	Classification of Enquiries	Enquiries received in Quarter
Delay	1	6	4	3	0.00	Postage	659
Substantial delay	1	1	2	0	0.00	Outgoing Postal Item (Foreign)	1753
Loss	11	5	7	9	15.86	Incoming Postal Item (Foreign)	2871
Damage	12	20	21	11	21.33	Opening Times	1066
Change of address	12	89	87	14	0.00	Redirection	403
Mail delivery or collection	5	2	4	3	0.00	Temporary Mail Custody	40
Mis-delivery	12	105	101	16	0.00	Postcodes	485
Access to Customer Service information	0	0	0	0	0.00	Notifications posted by MaltaPost	8042
Access to Postal Services	4	2	2	4	0.00	Locally Posted Mail	206
How complaints are treated	0	0	0	0	0.00	Others	5142
Other complaints	10	5	9	6	40.77		
Clients instructions	4	4	4	4	75.36		
Registered Mail	9	50	49	10	0.00		
Behaviour & Competence of Postal Personnel	1	6	3	4	0.00		
Post Office Counter Service waiting times	1	0	0	1	0.00		
Mail left partially out of the letter box	2	5	6	1	0.00		
Mail not posted in letter box/posting slot	6	20	22	4	0.00		
Locally posted mail	0	0	0	0	0.00		
Incoming Postal Article - Foreign	0	1	1	0	0.00		
Outgoing Postal Article - Foreign	1	0	1	0	0.00		
P.O did not knock	4	29	26	7	0.00		
RTS Wrong Endorsement	1	9	10	0	0.00		
<b>TOTAL</b>	<b>97</b>	<b>359</b>	<b>359</b>	<b>97</b>	<b>153.32</b>	<b>TOTAL</b>	<b>20667</b>

Customer complaints received during the period under review accounted for 0.00443% of all mail items handled