

Complaints and Enquiries Report - Quarterly

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Date From:	01-Oct-2010
Date To:	31-Dec-2010
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	3	3	1	0.00	Postage	554
Substantial delay	0	1	0	1	0.00	Outgoing Postal Item (Foreign)	1207
Loss	16	18	23	11	348.15	Incoming Postal Item (Foreign)	2374
Damage	13	42	45	10	33.90	Opening Times	794
Change of address	15	71	76	10	9.32	Delivery Time	358
Mail delivery or collection	3	4	2	5	0.00	Redirection	221
Mis-delivery	20	134	144	10	0.00	Temporary Mail Custody	25
Access to Customer Service information	0	0	0	0	0.00	Postcodes	236
Access to Postal Services	2	6	4	4	0.00	Notifications posted by MaltaPost	6502
How complaints are treated	0	0	0	0	0.00	Locally Posted Mail	220
Other complaints	10	15	15	10	1.16	Others	2277
Clients instructions	5	4	5	4	0.00		
Registered Mail	9	51	51	9	0.00		
Behaviour & Competence of Postal Personnel	3	6	8	1	0.00		
Post Office Counter Service waiting times	2	0	1	1	0.00		
Mail left partially out of the letter box	1	11	10	2	0.00		
Mail not posted in letter box/posting slot	4	30	28	6	0.00		
Locally posted mail	0	0	0	0	0.00		
Incoming Postal Article - Foreign	1	0	1	0	0.00		
Outgoing Postal Article - Foreign	0	1	0	1	0.00		
P.O. did not knock	2	30	28	4	0.00		
RTS Wrong Endorsement	0	9	8	1	0.00		
TOTALS	107	436	452	91	392.53	TOTALS	14768

Customer complaints received during the period under review accounted for 0.00353% of all mail items handled