

Complaints By MCA Classification	
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Date To:	30-Jun-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 recompense paid out	Classification of Enquiries	Enquiries received in Quarter
Delay	3	4	6	1	0.00	Postage	479
Substantial delay	0	2	2	0	0.00	Outgoing Mail	1421
Loss	10	13	8	15	46.97	Incoming Mail	2385
Damage	11	26	28	9	72.11	Opening Times	564
Change of address	14	70	73	11	4.66	Delivery Time	318
Mail delivery or collection	3	2	1	4	0.00	Redirection	238
Mis-delivery	20	101	103	18	5.00	Temporary Mail Custody	30
Access to Customer Service information	0	0	0	0	0.00	Postcodes	327
Access to Postal Services	4	2	2	4	0.00	Notifications Posted by MaltaPost	6442
How complaints are treated	0	0	0	0	0.00	Ordinary Mail	532
Other complaints	6	4	5	5	0.00	Others	2533
Clients instructions	4	4	5	3	5.82		
Registered Mail	10	50	51	9	0.00		
Behaviour & Competence of Postal Personnel	4	6	5	5	0.00		
Post Office Counter Service waiting times	1	0	0	1	0.00		
Mail left partially out of the letter box	1	10	9	2	0.00		
Mail not posted in letter box/posting slot	4	23	23	4	24.86		
Locally posted mail	0	0	0	0	0.00		
Incoming Postal Article - Foreign	0	2	1	1	0.00		
Outgoing Postal Article - Foreign	0	3	0	3	0.00		
P.O did not knock	7	26	30	3	0.00		
RTS Wrong Endorsement	0	15	12	3	0.00		
TOTALS:	102	363	364	101	159.42	TOTALS:	15269

Customer complaints received during the period under review accounted for 0.00334 % of all mail items handled