

Complaints By MCA Classification							
Date Printed:	14-Oct-2011 11:20						
Date From:	01-Jul-2011						
Date To:	30-Sep-2011						
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	Classification of Enquiries	Enquiries received in Quarter
Delay	1	2	2	1	0.00	Postage	457
Substantial delay	0	1	1	0	0.00	Outgoing Postal Item (Foreign)	1542
Loss	16	10	16	10	227.31	Incoming Postal Item (Foreign)	2871
Damage	9	30	29	10	152.25	Opening Times	362
Change of address	11	58	57	12	23.30	Delivery Time	298
Mail delivery or collection	4	3	3	4	0.00	Redirection	183
Mis-delivery	19	65	67	17	58.92	Temporary Mail Custody	39
Access to Customer Service information	0	0	0	0	0.00	Postcodes	373
Access to Postal Services	4	1	2	3	0.00	Notifications posted by MaltaPost	7231
How complaints are treated	0	0	0	0	0.00	Locally Posted Mail	1023
Other complaints	5	8	6	7	0.00	Others	1879
Clients instructions	3	5	4	4	114.49		
Registered Mail	9	57	56	10	0.00		
Behaviour & Competence of Postal Personnel	5	5	7	3	0.00		
Post Office Counter Service waiting times	1	0	0	1	0.00		
Mail left partially out of the letter box	2	8	9	1	0.00		
Mail not posted in letter box/posting slot	4	19	18	5	0.00		
Locally posted mail	0	1	0	1	0.00		
Incoming Postal Article - Foreign	2	0	1	1	46.52		
Outgoing Postal Article - Foreign	3	0	1	2	0.00		
P.O did not knock	3	25	22	6	0.00		
RTS Wrong Endorsement	3	12	14	1	0.00		
TOTALS:	104	310	315	99	622.79	TOTALS:	16258
Customer complaints received during the period under review accounted for 0.00297% of all mail items handled							