

Complaints By MCA Classification	
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Date From:	01-Oct-2011
Date To:	31-Dec-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	0	7	4	3	0.00	Postage	629
Substantial delay	0	1	1	0	0.00	Outgoing Postal Item (Foreign)	1456
Loss	7	11	10	8	9.26	Incoming Postal Item (Foreign)	2786
Damage	9	23	26	6	0.00	Opening Times	565
Change of address	12	50	53	9	0.00	Delivery Time	297
Mail delivery or collection	2	7	3	6	0.00	Redirection	189
Mis-delivery	14	71	72	13	0.00	Temporary Mail Custody	12
Access to Customer Service information	0	0	0	0	0.00	Postcodes	267
Access to Postal Services	0	2	2	0	0.00	Notifications posted by MaltaPost	7893
How complaints are treated	0	0	0	0	0.00	Locally Posted Mail	246
Other complaints	5	3	5	3	32.61	Others	1785
Clients instructions	2	5	7	0	0.00		
Registered Mail	7	35	39	3	347.54		
Behaviour & Competence of Postal Personnel	3	6	5	4	0.00		
Post Office Counter Service waiting times	0	0	0	0	0.00		
Mail left partially out of the letter box	1	3	4	0	22.78		
Mail not posted in letter box/posting slot	4	28	26	6	0.00		
Locally posted mail	1	1	2	0	0.00		
Incoming Postal Article - Foreign	1	0	1	0	25.34		
Outgoing Postal Article - Foreign	2	0	2	0	1.00		
P.O did not knock	5	20	17	8	0.00		
RTS Wrong Endorsement	1	4	4	1	0.00		
TOTALS:	76	277	283	70	438.53	TOTALS	16125