

Complaints By MCA Classification	
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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	3	10	13	0	0.00	Postage	924
Substantial delay	0	0	0	0	0.00	Outgoing Mail	3040
Loss	8	15	22	1	331.15	Incoming Mail	4274
Damage	6	13	10	9	0.00	Opening Times	1161
Change of address	9	59	62	6	0.00	Delivery Time	1416
Mail delivery or collection	6	5	7	4	0.00	Redirection	417
Mis-delivery	13	78	80	11	0.00	Temporary Mail Custody	107
Access to Customer Service information	0	0	0	0	0.00	Postcodes	599
Access to Postal Services	0	2	1	1	0.00	Notifications Posted by MaltaPost	10777
How complaints are treated	0	0	0	0	0.00	Ordinary Mail	683
Other complaints	3	7	8	2	62.00	Others	9386
Clients instructions	0	2	2	0	0.00		
Registered Mail	3	36	35	4	0.00		
Behaviour & Competence of Postal Personnel	4	5	7	2	0.00		
Post Office Counter Service waiting times	0	0	0	0	0.00		
Mail left partially out of the letter box	0	5	4	1	0.00		
Mail not posted in letter box/posting slot	6	13	18	1	0.00		
Locally posted mail	0	0	0	0	0.00		
Incoming Postal Article - Foreign	0	3	2	1	0.00		
Outgoing Postal Article - Foreign	0	0	0	0	0.00		
P.O did not knock	8	23	29	2	0.00		
RTS Wrong Endorsement	1	7	8	0	0.00		
TOTALS:	70	283	308	45	393.15	Totals:	32784