

Complaints By MCA Classification	
Date Printed:	30-Oct-2018 07:22
Date From:	01-Jul-2018
Date To:	30-Sep-2018
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
Delay	3	6	3	6	0.00
Substantial delay	0	0	0	0	0.00
Loss	14	43	41	16	596.16
Damage	8	28	20	16	105.00
Change of address	19	92	88	23	16.00
Mail delivery or collection	5	10	9	6	32.00
Mis-delivery	12	81	84	9	0.00
Access to Customer Service information	0	0	0	0	0.00
Access to Postal Services	0	0	0	0	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	14	26	31	9	446.24
Clients instructions	0	0	0	0	0.00
Registered Mail	1	21	17	5	42.89
Behaviour & Competence of Postal Personnel	4	7	4	7	9.00
Post Office Counter Service waiting times	0	1	0	1	0.00
Mail left partially out of the letter box	0	3	2	1	0.00
Mail not posted in letter box/posting slot	4	14	12	6	182.70
Locally posted mail	0	0	0	0	0.00
Incoming Postal Article - Foreign	1	2	1	2	17.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	4	10	14	0	0.00
RTS Wrong Endorsement	0	2	1	1	0.00
TOTALS:	89	346	327	108	1446.99