

Complaints By MCA Classification	
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Date From:	01-Oct-2018
Date To:	31-Dec-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	6	4	7	3	0.00
Substantial delay	0	1	0	1	0.00
Loss	16	40	40	16	483.47
Damage	16	22	26	12	87.74
Change of address	23	76	75	24	63.00
Mail delivery or collection	6	8	9	5	43.40
Mis-delivery	10	33	34	9	0.00
Access to Customer Service information	0	0	0	0	0.00
Access to Postal Services	0	2	1	1	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	9	23	21	11	129.00
Clients instructions	0	2	1	1	0.00
Registered Mail	5	14	14	5	0.00
Behaviour & Competence of Postal Personnel	7	2	7	2	12.00
Post Office Counter Service waiting times	1	0	1	0	0.00
Mail left partially out of the letter box	1	1	2	0	0.00
Mail not posted in letter box/posting slot	6	10	13	3	132.70
Locally posted mail	0	0	0	0	0.00
Incoming Postal Article - Foreign	2	2	3	1	28.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	0	8	7	1	0.00
RTS Wrong Endorsement	1	2	2	1	16.05
TOTALS:	109	250	263	96	995.36