

<b>Complaints By MCA Classification</b>	
Date Printed:	23-Jul-2018 13:36
Date From:	01-Apr-2018
Date To:	30-Jun-2018
Department:	All

<b>MCA Classification</b>	<b>Opening Balance of unresolved complaints at start of period</b>	<b>Complaints received in Quarter</b>	<b>Complaints resolved in Quarter</b>	<b>Complaints unresolved at end of Quarter</b>	<b>Total recompense paid out</b>
<b>Delay</b>	0	9	6	3	0.00
<b>Substantial delay</b>	0	1	1	0	0.00
<b>Loss</b>	19	30	32	17	1392.31
<b>Damage</b>	13	26	29	10	105.62
<b>Change of address</b>	20	91	93	18	58.30
<b>Mail delivery or collection</b>	4	15	14	5	0.00
<b>Mis-delivery</b>	13	99	100	12	7.00
<b>Access to Customer Service information</b>	0	0	0	0	0.00
<b>Access to Postal Services</b>	1	0	1	0	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	12	38	36	14	346.90
<b>Clients instructions</b>	0	3	2	1	20.00
<b>Registered Mail</b>	15	36	50	1	12.89
<b>Behaviour &amp; Competence of Postal Personnel</b>	3	9	8	4	0.00
<b>Post Office Counter Service waiting times</b>	0	0	0	0	0.00
<b>Mail left partially out of the letter box</b>	0	4	4	0	0.00
<b>Mail not posted in letter box/posting slot</b>	2	13	11	4	0.00
<b>Locally posted mail</b>	0	0	0	0	0.00
<b>Incoming Postal Article - Foreign</b>	0	3	2	1	34.00
<b>Outgoing Postal Article - Foreign</b>	0	0	0	0	0.00
<b>P.O did not knock</b>	6	12	14	4	0.00
<b>RTS Wrong Endorsement</b>	0	3	3	0	0.00
<b>TOTALS:</b>	<b>108</b>	<b>392</b>	<b>406</b>	<b>94</b>	<b>1977.02</b>