

Complaints By MCA Classification	
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Date From:	01-Jan-2019
Date To:	31-Mar-2019
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	1	2	2	0.00
Substantial delay	1	0	0	1	0.00
Loss	16	27	29	14	879.11
Damage	12	15	15	12	33.41
Change of address	24	88	92	20	56.93
Mail delivery or collection	5	8	6	7	12.00
Mis-delivery	9	42	39	12	0.00
Access to Customer Service information	0	0	0	0	0.00
Access to Postal Services	1	1	1	1	0.00
How complaints are treated	0	0	0	0	0.00
Other complaints	11	39	36	14	285.73
Clients instructions	1	3	3	1	23.65
Registered Mail	5	10	12	3	49.14
Behaviour & Competence of Postal Personnel	3	3	2	4	0.00
Post Office Counter Service waiting times	0	0	0	0	0.00
Mail left partially out of the letter box	0	1	1	0	0.00
Mail not posted in letter box/posting slot	3	7	8	2	0.00
Locally posted mail	0	0	0	0	0.00
Incoming Postal Article - Foreign	1	0	1	0	14.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	1	0	1	0	0.00
RTS Wrong Endorsement	1	1	2	0	0.00
TOTALS:	97	246	250	93	1353.97