

<b>Complaints By MCA Classification</b>	
Date Printed:	11-Jul-2019 14:28
Date From:	01-Apr-2019
Date To:	30-Jun-2019
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>	2	2	3	1	0.00
<b>Substantial delay</b>	0	0	0	0	0.00
<b>Loss</b>	14	22	19	17	373.53
<b>Damage</b>	11	25	23	13	30.00
<b>Change of address</b>	22	116	113	25	40.00
<b>Mail delivery or collection</b>	5	2	2	5	7.00
<b>Mis-delivery</b>	12	62	61	13	23.62
<b>Access to Customer Service information</b>	0	0	0	0	0.00
<b>Access to Postal Services</b>	1	0	0	1	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Other complaints</b>	14	23	17	20	112.00
<b>Clients instructions</b>	1	1	1	1	7.72
<b>Registered Mail</b>	3	7	9	1	0.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	3	5	5	3	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	0	0	0	0.00
<b>Mail not posted in letter box/posting slot</b>	2	10	9	3	0.00
<b>Locally posted mail</b>	0	0	0	0	0.00
<b>Incoming Postal Article - Foreign</b>	0	1	0	1	0.00
<b>Outgoing Postal Article - Foreign</b>	0	0	0	0	0.00
<b>P.O did not knock</b>	0	1	1	0	0.00
<b>RTS Wrong Endorsement</b>	0	1	0	1	0.00
<b>TOTALS:</b>	<b>90</b>	<b>278</b>	<b>263</b>	<b>105</b>	<b>593.87</b>