

<b>Complaints By MCA Classification</b>	
Date Printed:	14-Oct-2019 14:41
Date From:	01-Jul-2019
Date To:	30-Sep-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>	1	4	3	2	0.00
<b>Substantial delay</b>	0	0	0	0	0.00
<b>Loss</b>	17	22	24	15	1071.76
<b>Damage</b>	13	23	24	12	25.00
<b>Change of address</b>	23	70	68	25	5.82
<b>Mail delivery or collection</b>	4	7	6	5	0.00
<b>Mis-delivery</b>	12	49	51	10	23.99
<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>	20	30	36	14	197.47
<b>Clients instructions</b>	1	0	1	0	4.66
<b>Registered Mail</b>	1	20	15	6	0.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	3	3	4	2	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	3	0	3	0.00
<b>Mail not posted in letter box/posting slot</b>	3	8	10	1	0.00
<b>Locally posted mail</b>	0	1	0	1	0.00
<b>Incoming Postal Article - Foreign</b>	1	2	3	0	28.00
<b>Outgoing Postal Article - Foreign</b>	0	0	0	0	0.00
<b>P.O did not knock</b>	0	10	7	3	0.00
<b>RTS Wrong Endorsement</b>	1	0	0	1	0.00
<b>TOTALS:</b>	<b>101</b>	<b>252</b>	<b>252</b>	<b>101</b>	<b>1356.70</b>