

Complaints By MCA Classification	
Date Printed:	20-Oct-2021 09:30
Date From:	01-Jul-2021
Date To:	30-Sep-2021
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
Access to Customer Service information	0	0	0	0	0.00
Access to Postal Services	0	0	0	0	0.00
Behaviour & Competence of Postal Personnel	4	3	2	5	0.00
Change of address	21	14	9	26	0.00
Clients instructions	2	3	1	4	0.00
Damage	14	15	13	16	20.00
Delay	1	0	1	0	0.00
How complaints are treated	0	0	0	0	0.00
Incoming Postal Article - Foreign	1	0	1	0	0.00
Locally posted mail	1	0	1	0	0.00
Loss	11	11	16	6	562.21
Mail delivery or collection	6	3	3	6	0.00
Mail left partially out of the letter box	3	0	3	0	0.00
Mail not posted in letter box/posting slot	0	7	6	1	0.00
Mis-delivery	8	42	35	15	100.55
Other complaints	2	1	0	3	0.00
Outgoing Postal Article - Foreign	1	0	1	0	0.00
P.O did not knock	5	41	33	13	0.00
Post Office Counter Service waiting times	0	0	0	0	0.00
Registered Mail	0	0	0	0	0.00
RTS Wrong Endorsement	3	5	8	0	0.00
Substantial delay	0	0	0	0	0.00
TOTALS:	83	145	133	95	682.76