

Complaints By MCA Classification	
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Date From:	01-Oct-2021
Date To:	31-Dec-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	5	0	2	3	3.50
Change of address	26	12	13	25	0.00
Clients instructions	4	0	3	1	62.96
Damage	16	26	25	17	18.00
Delay	0	0	0	0	0.00
How complaints are treated	0	0	0	0	0.00
Incoming Postal Article - Foreign	0	0	0	0	0.00
Locally posted mail	0	5	4	1	0.00
Loss	6	5	8	3	373.15
Mail delivery or collection	6	13	12	7	0.00
Mail left partially out of the letter box	0	4	4	0	0.00
Mail not posted in letter box/posting slot	1	5	5	1	0.00
Mis-delivery	15	62	68	9	186.66
Other complaints	3	1	1	3	0.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	13	44	48	9	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	0	5	5	0	0.00
Substantial delay	0	0	0	0	0.00
TOTALS:	95	182	198	79	644.27