

Complaints By MCA Classification	
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Date To:	31-Mar-2022
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	3	3	6	0	0.00
Change of address	25	38	59	4	0.00
Clients instructions	1	0	1	0	0.00
Damage	17	17	31	3	5.80
Delay	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	1	8	9	0	15.00
Loss	3	5	8	0	237.98
Mail delivery or collection	7	8	15	0	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	4	5	0	0.00
Mis-delivery	9	56	65	0	0.00
Other complaints	3	3	6	0	0.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	9	50	56	3	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	3	3	0	2.50
Substantial delay	0	0	0	0	0.00
TOTALS:	79	199	268	10	261.28