

Complaints By MCA Classification	
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Date To:	30-Jun-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	3	5	4	4	0.00
Change of address	18	6	3	21	0.00
Clients instructions	2	0	0	2	0.00
Damage	17	11	14	14	22.50
Delay	2	1	2	1	94.90
How complaints are treated	0	0	0	0	0.00
Incoming Postal Article - Foreign	1	0	0	1	0.00
Locally posted mail	1	0	0	1	0.00
Loss	8	11	8	11	303.68
Mail delivery or collection	6	4	4	6	0.00
Mail left partially out of the letter box	3	1	1	3	0.00
Mail not posted in letter box/posting slot	1	6	7	0	0.00
Mis-delivery	14	31	37	8	0.00
Other complaints	2	1	1	2	0.00
Outgoing Postal Article - Foreign	1	0	0	1	0.00
P.O did not knock	7	49	51	5	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	7	7	3	0.00
Substantial delay	0	0	0	0	0.00
TOTALS:	89	133	139	83	421.08