

| Complaints By MCA Classification | |
|---|-------------------|
| Date Printed: | 01-Jul-2022 09:06 |
| Date From: | 01-Apr-2022 |
| Date To: | 30-Jun-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 | 0 | 2 | 2 | 0 | 0.00 |
| Change of address | 4 | 20 | 24 | 0 | 23.50 |
| Clients instructions | 0 | 0 | 0 | 0 | 0.00 |
| Damage | 3 | 9 | 12 | 0 | 50.22 |
| 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 | 0 | 0 | 0 | 0.00 |
| Loss | 0 | 0 | 0 | 0 | 0.00 |
| Mail delivery or collection | 0 | 6 | 6 | 0 | 0.00 |
| Mail left partially out of the letter box | 0 | 2 | 2 | 0 | 0.00 |
| Mail not posted in letter box/posting slot | 0 | 5 | 5 | 0 | 0.00 |
| Mis-delivery | 0 | 41 | 41 | 0 | 0.00 |
| Other complaints | 0 | 3 | 2 | 1 | 0.00 |
| Outgoing Postal Article - Foreign | 0 | 0 | 0 | 0 | 0.00 |
| P.O did not knock | 3 | 16 | 19 | 0 | 0.00 |
| Post Office Counter Service waiting times | 0 | 0 | 0 | 0 | 0.00 |
| Registered Mail | 0 | 1 | 1 | 0 | 0.00 |
| RTS Wrong Endorsement | 0 | 4 | 4 | 0 | 0.00 |
| Substantial delay | 0 | 0 | 0 | 0 | 0.00 |
| TOTALS: | 10 | 109 | 118 | 1 | 73.72 |