

<b>Complaints By MCA Classification</b>	
Date Printed:	06-Jul-2023 00:00
Date From:	01-Apr-2023
Date To:	30-Jun-2023
Department:	All

<b>MCA Classification</b>	<b>Opening Balance of unresolved complaints at start of period</b>	<b>Complaints received in Quarter</b>	<b>Complaints resolved in Quarter</b>	<b>Complaints unresolved at end of Quarter</b>	<b>Total recompense paid out</b>
<b>Access to Customer Service information</b>	0	0	0	0	0.00
<b>Access to Postal Services</b>	0	1	1	0	0.00
<b>Behaviour &amp; Competence of Postal Personnel</b>	1	1	2	0	0.00
<b>Change of address</b>	0	22	22	0	0.00
<b>Clients instructions</b>	0	0	0	0	0.00
<b>Damage</b>	0	6	6	0	0.00
<b>Delay</b>	0	1	1	0	0.00
<b>How complaints are treated</b>	0	0	0	0	0.00
<b>Incoming Postal Article - Foreign</b>	0	1	1	0	0.00
<b>Locally posted mail</b>	0	6	6	0	0.00
<b>Loss</b>	0	2	2	0	0.00
<b>Mail delivery or collection</b>	0	6	5	1	0.00
<b>Mail left partially out of the letter box</b>	0	3	3	0	0.00
<b>Mail not posted in letter box/posting slot</b>	0	2	2	0	0.00
<b>Mis-delivery</b>	0	42	42	0	0.00
<b>Other complaints</b>	0	2	2	0	0.00
<b>P.O did not knock</b>	0	23	17	6	0.00
<b>Post Office Counter Service waiting times</b>	0	0	0	0	0.00
<b>Registered Mail</b>	0	0	0	0	0.00
<b>RTS Wrong Endorsement</b>	0	0	0	0	0.00
<b>Substantial delay</b>	0	0	0	0	0.00
<b>TOTALS:</b>	<b>1</b>	<b>118</b>	<b>112</b>	<b>7</b>	<b>0.00</b>