

Complaints By MCA Classification	
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Date From:	01-Jul-2024
Date To:	30-Sep-2024
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	1	1	2	0	0.00
Change of address	0	25	25	0	0.00
Clients instructions	0	0	0	0	0.00
Damage	10	6	8	8	0.00
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	1	1	0	0.00
Loss	1	2	2	1	5.50
Mail delivery or collection	0	2	2	0	0.00
Mail left partially out of the letter box	1	1	2	0	0.00
Mail not posted in letter box/posting slot	0	1	1	0	0.00
Mis-delivery	0	39	39	0	0.00
Other complaints	0	1	1	0	0.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	4	37	41	0	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	4	3	1	0.00
Substantial delay	0	0	0	0	0.00
TOTALS:	17	120	127	10	5.50