

<b>Complaints By MCA Classification</b>	
Date Printed:	12-Feb-2025 00:00
Date From:	01-Oct-2024
Date To:	31-Dec-2024
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>
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	0	49	49	0	45.00
Clients instructions	0	0	0	0	0.00
Damage	8	7	8	7	0.00
Delay	0	3	3	0	0.00
How complaints are treated	0	0		0	0.00
Incoming Postal Article - Foreign	0	3	3	0	0.00
Locally posted mail	0	0	0	0	0.00
Loss	1	3	3	1	35.27
Mail delivery or collection	0	0	0	0	0.00
Mail left partially out of the letter box	0	0	0	0	0.00
Mail not posted in letter box/posting slot	0	0	0	0	0.00
Mis-delivery	0	35	35	0	0.00
Other complaints	0	2	2	0	0.00
Outgoing Postal Article - Foreign	0	0	0	0	0.00
P.O did not knock	0	9	9	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	1	3	3	1	0.00
Substantial delay	0	2	2	0	0.00
<b>TOTALS:</b>	<b>10</b>	<b>118</b>	<b>119</b>	<b>9</b>	<b>80.27</b>