

Complaints By MCA Classification	
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Date To:	30-Jun-2012
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	Classification of Enquiries	Enquiries received in Quarter
Delay	0	7	6	1	0.00	Postage	398
Substantial delay	0	1	1	0	0.00	Outgoing Mail	2313
Loss	1	27	24	4	168.58	Incoming Mail	4274
Damage	10	35	33	12	33.72	Opening Times	276
Change of address	7	66	62	11	4.66	Delivery Time	254
Mail delivery or collection	4	3	5	2	0.00	Redirection	198
Mis-delivery	11	89	89	11	35.25	Temporary Mail Custody	49
Access to Customer Service information	0	1	1	0	0.00	Postcodes	367
Access to Postal Services	1	1	1	1	0.00	Notifications Posted by MaltaPost	6795
How complaints are treated	0	0	0	0	0.00	Ordinary Mail	1348
Other complaints	2	9	7	4	0.00	Others	3472
Clients instructions	0	3	3	0	0.00		
Registered Mail	4	52	50	6	0.00		
Behaviour & Competence of Postal Personnel	2	6	6	2	0.00		
Post Office Counter Service waiting times	0	2	2	0	0.00		
Mail left partially out of the letter box	1	14	14	1	0.00		
Mail not posted in letter box/posting slot	1	10	9	2	0.00		
Locally posted mail	0	0	0	0	0.00		
Incoming Postal Article - Foreign	1	3	4	0	64.00		
Outgoing Postal Article - Foreign	0	0	0	0	0.00		
P.O did not knock	2	39	38	3	0.00		
RTS Wrong Endorsement	0	4	3	1	0.00		
TOTALS:	47	372	358	61	306.21	Totals:	19744