

## LICENCE CONDITION 4.14

## TOTAL NUMBER OF COMPLAINTS RECEIVED

YEAR 2006 - 2007

**Royal Mail : All Products**

<b>Type Of Complaint</b>	<b>No. of Complaints</b>	<b>Number Paid</b>	<b>Recompense</b>
Loss	651,582	311,005	8,978,205
Redirection Failure	141,708	22,161	301,203
Mis-Delivery	117,011	4,587	30,757
Delivery Procedures	113,631	10,857	62,199
Delay	79,344	52,850	681,597
Damage	56,509	29,071	980,745
Other	31,717	3,487	114,407
International Loss	23,626	12,004	650,550
Delivery Frequency	23,298	112	890
Part Loss	20,161	7,864	357,659
RM Policy	17,842	3,981	151,411
Incorrect Return To Sender	16,041	3,773	20,118
Denial of Receipt	15,140	1,824	258,527
Redirection Centre Failure	14,265	1,433	22,398
Unconfirmed Delay/Loss	11,337	1,071	52,097
P739 Failure	10,257	788	5,408
Keepsafe Failure	9,277	7,078	53,344
Surcharges/Customs	7,347	4,287	28,792
Proof of Delivery Failure	6,912	3,437	41,681
Time Of Delivery	6,892	159	1,972
Discourtesy	6,143	179	2,516
Business Collections	5,977	398	8,277
Property Damage	5,311	2,575	211,278
Theft/Violated/Wilful Delay/Recovered Mail	4,467	999	461,084
PO Box Failure	3,333	196	8,358
Posting Boxes	3,269	44	343
Driving/Accidents	3,253	66	8,777
Substantial Delay	3,217	2,262	92,907
Redirection Dispute	2,139	108	2,084
Customer Service	1,465	403	17,512
Keepsafe Centre Failure	1,383	519	3,563
Delivery USO Failure	1,312	8	154
Delay in Return to Sender	551	102	798
Office Closure	368	7	44

Annex A

<b>Type Of Complaint</b>	<b>No. of Complaints</b>	<b>Number Paid</b>	<b>Recompense</b>
Fraudulent Redirections	362	10	370
Access	319	6	25
Postmark Errors	220	8	291
International Advice Of Delivery Failure	169	46	791
Appearance	137	1	5
Industrial Action	63	3	10,223
Collection USO Failure	59	1	9
Disability Discrimination Act	37	1	4
International Substantial Delay	15	2	11
Other Delivery Failure	12	5	76
Quality Of Service	11	1	10
Disputed Ownership Of Packets	5	1	5
<b>TOTAL</b>	<b>1,417,494</b>	<b>489,780</b>	<b>13,623,473</b>