

**LICENCE CONDITION 4.14****TOTAL NUMBER OF COMPLAINTS RECEIVED  
YEAR 2004 - 2005****Royal Mail: all products**

<b>Type of complaint</b>	<b>No. complaints</b>	<b>Number paid</b>	<b>Recompense</b>
Loss	691,981	435,574	12,575,957
Mis-Delivery	201,349	74,774	227,965
Delay	179,655	83,215	1,056,069
Redirection Failure	173,065	114,903	571,716
Other	125,631	31,117	882,398
Delivery Procedures	102,078	32,327	136,050
Damage	64,009	38,135	1,347,196
Delivery Frequency	40,874	5,449	17,778
Redirection Centre Failure	28,166	3,942	32,488
RM Policy	22,917	6,209	171,914
Part Loss	22,537	11,794	552,785
International Loss	18,970	11,303	560,679
Unconfirmed Delay/Loss	18,398	3,949	140,451
International Substantial Delay	17,809	5,941	497,796
Incorrect Return To Sender	13,292	5,229	23,429
Keepsafe Failure	11,966	9,799	68,159
Time Of Delivery	11,227	1,857	17,436
Recovered Mail	11,035	2,767	379,798
Business Collections	7,685	1,157	19,740
Surcharges/Customs	7,321	3,676	56,976
Substantial Delay	7,258	4,533	62,670
Proof of Delivery Failure	6,503	3,079	14,127
Redirection Dispute	6,487	1,657	10,241
Discourtesy	6,047	1,045	4,541
Perceived Delay	5,798	503	4,971
Property Damage	4,176	2,281	136,347
P739 Failure	3,413	1,272	6,776
Posting Boxes	3,129	365	4,060
Keepsafe Centre Failure	2,418	697	4,314

Type of complaint	No. complaints	Number paid	Recompense
Driving/Accidents	2,130	662	21,794
Other Delivery Failure	1,443	620	5,055
Customer Service	1,264	220	6,889
Access	582	48	512
Delay in Return to Sender	521	158	5,029
Disputed Ownership Of Packe	443	77	12,885
Fraudulent Redirections	371	14	341
Quality Of Service	338	137	585
Postmark Errors	304	24	310
Appearance	266	27	90
Industrial Action	238	48	306
Office Closure	229	24	84
International Advice of Delivery Failure	190	51	911
Delivery USO Failure	79	10	79
Postal Address/Postcodes	44	3	100
Disability Discrimination Act	38	6	18
Collection USO Failure	9	0	0
<b>TOTAL</b>	<b>1,823,683</b>	<b>900,678</b>	<b>19,639,812</b>



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