

LICENCE CONDITION 4.14

NUMBER OF COMPLAINTS HANDLED BY POSTCODE AREA

YEAR 2004 - 2005

Explanatory Notes

1. No. of Complaints – This is the number of complaints handled by Royal Mail in 2004/2005.
2. Number Paid – A count of the number of complaints where the customer has been recompensed.
3. Recompense – This is the value of the payments made at 2.
4. Postcodes are valid UK recipient postcodes.
5. Tables are sorted by number of complaints in descending order.



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Annex B

AB	No. of Complaints	Number Paid	Recompense	AL	No. of Complaints	Number Paid	Recompense
Loss	3,269	2,242	41,307	Loss	1,989	1,366	32,317
Delay	1,374	698	5,690	Redirection Failure	884	609	2,843
Mis-Delivery	1,088	395	1,155	Mis-Delivery	590	200	573
Redirection Failure	755	470	2,081	Delivery Procedures	391	100	482
Other	640	168	962	Delay	385	223	1,369
Delivery Procedures	570	140	744	Other	365	112	1,504
Damage	469	297	13,158	Damage	213	132	6,741
Redirection Centre Failure	232	40	250	Redirection Centre Failure	100	11	157
RM Policy	175	60	300	Delivery Frequency	93	8	55
Delivery Frequency	145	9	30	RM Policy	68	25	121
Part Loss	117	62	774	Recovered Mail	67	17	417
Incorrect Return To Sender	108	39	134	Part Loss	58	29	493
Unconfirmed Delay/Loss	105	28	252	Keepsafe Failure	42	37	269
Keepsafe Failure	73	57	368	Unconfirmed Delay/Loss	39	7	78
Redirection Dispute	54	17	57	Incorrect Return To Sender	35	20	56
Recovered Mail	52	12	1,056	Redirection Dispute	33	10	35
Time Of Delivery	49	3	7	Business Collections	28	2	17
Discourtesy	37	7	22	Surcharges/Customs	27	14	102
Surcharges/Customs	37	26	162	Discourtesy	25	5	20
Property Damage	36	21	945	International Substantial Delay	17	0	0
Perceived Delay	26	1	0	Time Of Delivery	16	0	0
Substantial Delay	25	15	116	Proof of Delivery Failure	15	7	18
Keepsafe Centre Failure	23	12	63	Property Damage	15	4	251
Driving/Accidents	21	3	7	Posting Boxes	13	0	0
P739 Failure	18	8	57	Substantial Delay	11	4	27
Proof of Delivery Failure	15	8	51	P739 Failure	10	6	19
Business Collections	14	5	22	Perceived Delay	10	2	8
International Substantial Delay	13	0	0	Keepsafe Centre Failure	9	3	12
Customer Service	8	1	3	Driving/Accidents	8	0	0
Posting Boxes	7	1	3	Customer Service	4	3	28
Other Delivery Failure	5	2	8	Office Closure	3	1	2
Delay in Return to Sender	4	1	3	Other Delivery Failure	3	1	3
Disputed Ownership Of Packets	2	0	0	Postmark Errors	3	0	0
Office Closure	2	0	0	Quality Of Service	2	0	0
Appearance	1	0	0	Access	1	0	0
Fraudulent Redirections	1	0	0	Disputed Ownership Of Packets	1	0	0
Quality Of Service	1	0	0	Fraudulent Redirections	1	0	0

Annex B

B	No. of Complaints	Number Paid	Recompense	BA	No. of Complaints	Number Paid	Recompense
Loss	16,456	11,198	242,812	Loss	3,178	2,183	41,095
Mis-Delivery	5,991	2,287	6,168	Mis-Delivery	1,262	501	1,314
Redirection Failure	4,576	3,148	15,725	Redirection Failure	1,074	703	3,418
Delay	3,287	1,840	17,431	Delay	773	469	3,373
Delivery Procedures	3,087	929	3,092	Other	497	153	1,255
Other	2,635	771	8,104	Damage	455	290	10,135
Damage	1,530	987	30,632	Delivery Procedures	436	129	430
Delivery Frequency	1,211	184	522	Redirection Centre Failure	187	33	354
RM Policy	459	169	1,170	Delivery Frequency	143	20	55
Part Loss	429	236	6,983	Part Loss	103	65	729
Keepsafe Failure	422	364	2,352	RM Policy	102	33	233
Recovered Mail	404	116	10,997	Incorrect Return To Sender	79	42	139
Redirection Centre Failure	400	59	691	Unconfirmed Delay/Loss	74	16	165
Unconfirmed Delay/Loss	362	91	1,325	Keepsafe Failure	65	52	394
Incorrect Return To Sender	335	145	510	Surcharges/Customs	64	39	211
Time Of Delivery	262	25	196	Time Of Delivery	64	1	2
Proof of Delivery Failure	198	96	400	Recovered Mail	47	14	255
Business Collections	174	35	435	Redirection Dispute	38	8	25
Redirection Dispute	158	42	261	Perceived Delay	36	4	13
Substantial Delay	128	89	544	Property Damage	36	17	589
Discourtesy	124	22	74	Substantial Delay	34	24	2,581
Surcharges/Customs	120	75	367	Discourtesy	28	3	7
Property Damage	111	53	2,018	International Substantial Delay	22	0	0
Perceived Delay	93	11	289	Keepsafe Centre Failure	19	10	61
P739 Failure	91	34	111	Proof of Delivery Failure	19	12	46
Posting Boxes	62	8	81	Driving/Accidents	18	0	0
International Substantial Delay	61	2	47	Business Collections	17	3	26
Other Delivery Failure	45	17	1,306	P739 Failure	16	9	55
Keepsafe Centre Failure	40	10	58	Posting Boxes	13	1	13
Driving/Accidents	25	2	5	Customer Service	7	2	31
Delay in Return to Sender	18	7	180	Other Delivery Failure	5	1	2
Customer Service	11	5	60	Access	4	0	0
Disputed Ownership Of Packets	10	1	274	Postmark Errors	4	0	0
Quality Of Service	10	4	13	Quality Of Service	3	2	5
Appearance	4	0	0	Appearance	2	0	0
Fraudulent Redirections	4	0	0	Delay in Return to Sender	1	1	9
Delivery USO Failure	2	0	0	Delivery USO Failure	1	0	0
Disability Discrimination Act	2	1	3	Disability Discrimination Act	1	0	0
International Loss	2	1	20	International Loss	1	1	7
Postmark Errors	2	1	3				
Access	1	0	0				
Office Closure	1	0	0				
Postal Address/Postcodes	1	0	0				

Annex B

BB	No. of Complaints	Number Paid	Recompense	BD	No. of Complaints	Number Paid	Recompense
Loss	3,322	2,337	55,329	Loss	5,089	3,508	81,514
Mis-Delivery	1,553	594	1,501	Mis-Delivery	2,541	1,014	2,731
Delay	1,072	453	3,784	Redirection Failure	1,226	827	4,240
Redirection Failure	848	548	2,590	Delay	1,176	564	8,173
Other	654	175	1,388	Delivery Procedures	1,048	300	1,121
Delivery Procedures	564	156	611	Other	983	290	3,101
Delivery Frequency	396	59	183	Damage	451	277	7,924
Damage	325	205	5,862	Delivery Frequency	389	62	176
RM Policy	95	33	145	Redirection Centre Failure	145	21	142
Part Loss	93	53	1,291	Time Of Delivery	127	9	138
Keepsafe Failure	85	71	567	Unconfirmed Delay/Loss	123	27	155
Redirection Centre Failure	84	13	119	Part Loss	122	74	2,142
Incorrect Return To Sender	78	38	110	Keepsafe Failure	103	87	627
Unconfirmed Delay/Loss	75	15	1,024	RM Policy	100	37	182
Time Of Delivery	60	4	12	Incorrect Return To Sender	98	38	114
Recovered Mail	57	15	2,415	Recovered Mail	93	18	1,155
Substantial Delay	42	30	228	Proof of Delivery Failure	60	34	107
Proof of Delivery Failure	40	26	70	Substantial Delay	55	39	284
Discourtesy	39	7	27	Discourtesy	53	12	34
Business Collections	34	12	105	Business Collections	49	6	38
Property Damage	32	20	974	Property Damage	47	24	1,023
Perceived Delay	30	3	8	Perceived Delay	43	2	253
Surcharges/Customs	30	21	105	Redirection Dispute	36	7	32
P739 Failure	26	10	41	P739 Failure	31	10	51
Redirection Dispute	17	4	13	Surcharges/Customs	29	16	61
Keepsafe Centre Failure	16	6	38	Driving/Accidents	21	2	5
Posting Boxes	14	0	0	Posting Boxes	19	1	3
Driving/Accidents	13	2	92	Keepsafe Centre Failure	14	3	17
International Substantial Delay	12	0	0	Other Delivery Failure	14	6	25
Other Delivery Failure	12	3	8	International Substantial Delay	11	0	0
Customer Service	3	0	0	Access	4	0	0
Delay in Return to Sender	3	2	5	Quality Of Service	4	1	16
Fraudulent Redirections	2	0	0	Fraudulent Redirections	3	0	0
Office Closure	2	0	0	Postmark Errors	3	0	0
Appearance	1	0	0	Customer Service	2	1	2
Collection USO Failure	1	0	0	Delay in Return to Sender	2	0	0
Disputed Ownership Of Packets	1	0	0	Disputed Ownership Of Packets	2	2	211
Quality Of Service	1	1	3	Office Closure	1	0	0
				Postal Address/Postcodes	1	0	0

Annex B

BH	No. of Complaints	Number Paid	Recompense	BL	No. of Complaints	Number Paid	Recompense
Loss	4,647	3,220	60,023	Loss	5,262	3,991	89,072
Mis-Delivery	3,238	1,368	3,818	Mis-Delivery	1,796	717	2,091
Redirection Failure	2,231	1,501	7,751	Delay	1,244	578	4,950
Delivery Procedures	1,441	441	1,884	Redirection Failure	912	627	3,111
Delay	1,283	800	6,853	Other	835	287	2,247
Other	1,054	325	1,767	Delivery Procedures	799	244	1,114
Damage	551	353	15,376	Damage	370	213	6,218
Delivery Frequency	409	46	137	Delivery Frequency	319	39	104
Redirection Centre Failure	247	46	538	Part Loss	114	64	1,428
Keepsafe Failure	188	150	1,119	RM Policy	102	43	390
RM Policy	164	58	305	Unconfirmed Delay/Loss	100	20	133
Time Of Delivery	131	7	23	Keepsafe Failure	98	80	596
Part Loss	128	78	917	Recovered Mail	85	20	765
Unconfirmed Delay/Loss	114	16	352	Proof of Delivery Failure	81	41	168
Incorrect Return To Sender	107	40	139	Redirection Centre Failure	71	12	87
Redirection Dispute	70	15	47	Incorrect Return To Sender	60	32	112
Recovered Mail	67	15	106	Time Of Delivery	60	7	48
Discourtesy	65	8	22	Discourtesy	55	5	22
Perceived Delay	63	6	78	Surcharges/Customs	53	34	231
Substantial Delay	60	40	277	Substantial Delay	40	31	957
Surcharges/Customs	50	32	207	Business Collections	38	4	14
Property Damage	46	22	1,485	P739 Failure	32	7	33
				International Substantial Delay	28	0	0
Business Collections	45	5	42	Redirection Dispute	27	7	25
P739 Failure	30	13	57	Perceived Delay	25	4	40
Proof of Delivery Failure	29	19	61	Property Damage	25	13	1,003
Driving/Accidents	28	1	2				
International Substantial Delay	25	0	0	Posting Boxes	22	1	2
Posting Boxes	23	3	10	Keepsafe Centre Failure	16	4	24
Keepsafe Centre Failure	18	6	30	Driving/Accidents	11	1	3
Other Delivery Failure	16	5	37	Other Delivery Failure	11	3	17
Customer Service	7	0	0	Access	5	2	7
				Disputed Ownership Of Packets	5	0	0
Appearance	6	1	2	Customer Service	3	0	0
Access	5	0	0	Quality Of Service	3	1	2
Delay in Return to Sender	3	1	2				
Disputed Ownership Of Packets	3	1	6	Postmark Errors	2	0	0
Fraudulent Redirections	3	0	0	Appearance	1	0	0
Postmark Errors	3	0	0	Delay in Return to Sender	1	1	5
International Loss	2	1	23	Delivery USO Failure	1	0	0
Office Closure	2	0	0	Disability Discrimination Act	1	1	3
Postal Address/Postcodes	2	0	0	Fraudulent Redirections	1	0	0
				International Advice of Delivery Failure	1	1	7
Delivery USO Failure	1	0	0	International Loss	1	0	0
Quality Of Service	1	1	3				

Annex B

BN	No. of Complaints	Number Paid	Recompense	BR	No. of Complaints	Number Paid	Recompense
Loss	6,988	4,729	106,375	Loss	2,769	1,968	47,812
Mis-Delivery	2,883	1,078	3,018	Mis-Delivery	871	327	1,008
Redirection Failure	2,237	1,467	7,073	Redirection Failure	827	552	2,816
Delay	1,591	947	10,767	Delivery Procedures	591	163	741
Delivery Procedures	1,455	377	1,333	Delay	518	284	1,899
Other	1,195	350	4,111	Other	379	101	689
Damage	864	557	17,634	Damage	261	174	5,261
Redirection Centre Failure	364	46	570	Delivery Frequency	136	11	32
Delivery Frequency	321	44	168	Redirection Centre Failure	100	13	222
Part Loss	282	151	2,459	Part Loss	75	47	2,967
RM Policy	243	91	467	RM Policy	63	23	285
Unconfirmed Delay/Loss	176	40	1,596	Unconfirmed Delay/Loss	63	14	569
Keepsafe Failure	149	118	859	Recovered Mail	58	15	351
Time Of Delivery	137	6	67	Keepsafe Failure	54	42	269
Incorrect Return To Sender	129	59	179	Incorrect Return To Sender	49	17	78
Recovered Mail	116	37	10,477	Time Of Delivery	33	4	23
Surcharges/Customs	90	53	275	Business Collections	31	6	139
Redirection Dispute	84	21	119	Discourtesy	29	8	29
Substantial Delay	84	52	418	Redirection Dispute	24	6	17
Business Collections	70	18	128	Substantial Delay	21	11	76
Discourtesy	62	7	18	Perceived Delay	18	2	7
International Substantial Delay	59	0	0	Proof of Delivery Failure	18	12	31
Property Damage	57	28	2,586	Surcharges/Customs	17	9	30
Perceived Delay	56	4	10	Property Damage	16	8	884
P739 Failure	49	19	53	P739 Failure	14	4	33
Proof of Delivery Failure	37	19	57	Posting Boxes	14	3	60
Keepsafe Centre Failure	31	11	57	International Substantial Delay	11	0	0
Posting Boxes	27	9	150	Keepsafe Centre Failure	11	5	23
Driving/Accidents	26	5	177	Driving/Accidents	9	1	3
Other Delivery Failure	15	7	22	Fraudulent Redirections	4	0	0
Postmark Errors	9	0	0	Delay in Return to Sender	3	2	22
Customer Service	8	2	28	Disputed Ownership Of Packets	3	1	3
Access	7	1	3	Other Delivery Failure	3	1	18
Delay in Return to Sender	6	3	24	Access	2	1	2
Quality Of Service	6	5	13	Customer Service	2	0	0
Appearance	5	0	0	International Loss	2	0	0
Disputed Ownership Of Packets	3	0	0	Postmark Errors	1	0	0
Fraudulent Redirections	2	0	0	Quality Of Service	1	1	2
International Loss	2	1	70				
Office Closure	2	0	0				
Delivery USO Failure	1	0	0				

Annex B

BS	No. of Complaints	Number Paid	Recompense	BT	No. of Complaints	Number Paid	Recompense
Loss	7,818	5,378	97,220	Loss	9,931	6,534	174,918
Mis-Delivery	2,865	990	2,711	Delay	4,742	2,226	18,868
Redirection Failure	2,507	1,612	7,508	Mis-Delivery	3,331	1,141	3,353
Delay	1,757	980	7,047	Redirection Failure	2,237	1,487	6,876
Delivery Procedures	1,223	347	1,258	Other	1,632	553	7,350
Other	1,194	361	2,865	Delivery Procedures	1,394	385	1,662
Damage	838	563	19,719	Damage	1,000	636	23,453
Delivery Frequency	488	45	133	Delivery Frequency	679	59	181
Redirection Centre Failure	318	46	296	Redirection Centre Failure	372	58	445
Part Loss	269	157	2,069	Unconfirmed Delay/Loss	318	66	3,236
RM Policy	251	103	725	Part Loss	308	161	2,961
Unconfirmed Delay/Loss	193	49	472	RM Policy	287	94	892
Keepsafe Failure	189	157	1,027	Keepsafe Failure	278	224	1,520
Business Collections	160	38	312	Incorrect Return To Sender	258	99	329
Time Of Delivery	141	11	47	Time Of Delivery	233	22	74
Incorrect Return To Sender	130	57	213	Proof of Delivery Failure	198	115	387
Recovered Mail	124	31	403	Substantial Delay	144	101	1,209
Redirection Dispute	101	26	108	Surcharges/Customs	121	67	213
Surcharges/Customs	87	57	205	Recovered Mail	116	29	766
Substantial Delay	85	63	386	Perceived Delay	114	10	27
Discourtesy	76	12	43	Business Collections	110	13	123
Perceived Delay	72	8	29	Redirection Dispute	87	21	86
P739 Failure	57	21	80	Discourtesy	84	19	244
Proof of Delivery Failure	56	28	-256	Property Damage	63	23	1,469
Property Damage	56	32	3,479	Keepsafe Centre Failure	62	27	173
Keepsafe Centre Failure	39	15	116	Driving/Accidents	42	8	1,427
Posting Boxes	37	3	116	Posting Boxes	40	7	136
Driving/Accidents	31	2	5	P739 Failure	31	12	79
International Substantial Delay	24	0	0	International Substantial Delay	19	1	24
Other Delivery Failure	19	9	67	Customer Service	15	7	572
Customer Service	9	4	19	Other Delivery Failure	11	5	30
Delay in Return to Sender	6	2	11	Access	7	1	44
Fraudulent Redirections	6	0	0	Disputed Ownership Of Packets	6	2	114
Postmark Errors	4	1	2	Delay in Return to Sender	4	2	17
Quality Of Service	4	2	15	Fraudulent Redirections	4	0	0
Access	3	0	0	Quality Of Service	4	1	3
Disputed Ownership Of Packets	3	0	0	Office Closure	2	0	0
International Loss	2	1	3	Postmark Errors	2	1	3
Office Closure	2	0	0	Appearance	1	0	0
Appearance	1	0	0	Disability Discrimination Act	1	0	0
				International Advice of Delivery Failure	1	0	0
				International Loss	1	0	0

Annex B

CA	No. of Complaints	Number Paid	Recompense	CB	No. of Complaints	Number Paid	Recompense
Loss	1,739	1,242	32,035	Loss	3,341	2,243	61,398
Delay	1,023	433	2,702	Mis-Delivery	1,316	478	1,322
Redirection Failure	386	252	1,174	Redirection Failure	1,316	842	4,196
Mis-Delivery	382	150	401	Delay	1,284	754	5,402
Damage	286	197	6,933	Other	790	238	1,728
Other	203	68	381	Delivery Procedures	704	203	789
Delivery Procedures	152	40	212	Damage	415	266	9,654
Part Loss	82	46	478	Delivery Frequency	413	48	147
Redirection Centre Failure	60	11	136	Redirection Centre Failure	147	17	152
Delivery Frequency	48	7	22	Incorrect Return To Sender	118	77	214
Unconfirmed Delay/Loss	48	7	89	Part Loss	116	68	1,151
RM Policy	46	18	476	RM Policy	94	29	111
Surcharges/Customs	32	21	64	Unconfirmed Delay/Loss	93	15	342
Substantial Delay	29	23	109	Surcharges/Customs	87	49	163
Incorrect Return To Sender	28	12	34	Business Collections	71	13	170
Time Of Delivery	26	2	5	Time Of Delivery	71	4	12
Discourtesy	23	1	2	Discourtesy	51	8	22
Perceived Delay	23	2	22	Keepsafe Failure	50	35	255
Property Damage	22	15	1,580	Recovered Mail	48	16	3,613
Recovered Mail	19	6	155	Redirection Dispute	38	10	52
Keepsafe Failure	18	16	152	Perceived Delay	35	1	2
Redirection Dispute	13	0	0	Substantial Delay	33	21	136
				International Substantial Delay			
Driving/Accidents	9	2	252		29	0	0
Proof of Delivery Failure	9	4	132	Proof of Delivery Failure	27	10	36
Business Collections	6	1	6	P739 Failure	24	7	28
Posting Boxes	5	0	0	Property Damage	24	13	941
International Substantial Delay							
	4	0	0	Posting Boxes	20	5	136
P739 Failure	4	3	8	Driving/Accidents	18	3	173
Keepsafe Centre Failure	3	2	11	Other Delivery Failure	12	4	13
Industrial Action	2	0	0	Keepsafe Centre Failure	10	6	37
Other Delivery Failure	2	1	5	Customer Service	8	2	57
Customer Service	1	0	0	Office Closure	8	2	5
Disputed Ownership Of Packets							
	1	0	0	Postmark Errors	4	1	18
Postmark Errors	1	1	2	Access	3	0	0
				Disputed Ownership Of Packets			
					3	0	0
				Fraudulent Redirections	3	0	0
				Quality Of Service	3	1	3
				Delay in Return to Sender	2	1	3
				Appearance	1	0	0

Annex B

CF	No. of Complaints	Number Paid	Recompense	CH	No. of Complaints	Number Paid	Recompense
Loss	8,354	5,813	108,450	Loss	5,063	3,393	61,476
Mis-Delivery	3,492	1,417	3,943	Mis-Delivery	2,119	828	2,402
Redirection Failure	2,446	1,676	8,686	Delay	1,860	894	12,183
Delay	2,226	1,167	8,106	Redirection Failure	1,382	935	4,464
Other	1,418	494	2,549	Other	951	295	2,026
Delivery Procedures	1,379	415	1,785	Delivery Procedures	944	296	1,062
Damage	817	552	13,881	Damage	604	386	11,064
Delivery Frequency	615	114	346	Delivery Frequency	399	67	181
Part Loss	277	167	1,874	RM Policy	163	62	411
Unconfirmed Delay/Loss	263	63	409	Part Loss	155	89	1,208
Redirection Centre Failure	216	59	459	Unconfirmed Delay/Loss	148	38	8,293
RM Policy	210	80	441	Redirection Centre Failure	144	28	358
Time Of Delivery	200	25	405	Keepsafe Failure	125	103	729
Incorrect Return To Sender	171	82	521	Time Of Delivery	121	5	17
Keepsafe Failure	160	130	850	Substantial Delay	118	85	719
Recovered Mail	119	43	957	Recovered Mail	117	35	1,000
Substantial Delay	107	72	496	Incorrect Return To Sender	111	47	193
Proof of Delivery Failure	91	46	198	Perceived Delay	65	9	33
Surcharges/Customs	86	52	312	Surcharges/Customs	61	28	88
Discourtesy	83	14	47	Proof of Delivery Failure	52	35	94
Perceived Delay	77	9	42	Redirection Dispute	52	16	201
Business Collections	75	15	139	Discourtesy	51	7	26
Property Damage	71	25	1,940	Property Damage	46	25	1,511
Redirection Dispute	63	23	148	Business Collections	28	6	37
P739 Failure	50	19	95	Posting Boxes	28	4	38
Posting Boxes	37	1	2	P739 Failure	22	9	41
Other Delivery Failure	30	19	65	Driving/Accidents	21	2	5
Driving/Accidents	29	5	763	Other Delivery Failure	18	8	24
				International Substantial Delay	16	0	0
Keepsafe Centre Failure	25	7	33				
International Substantial Delay	16	0	0	Keepsafe Centre Failure	13	4	35
Delay in Return to Sender	7	3	59	Fraudulent Redirections	8	0	0
Customer Service	6	3	508	Customer Service	7	1	14
Access	5	1	3	Access	6	2	46
Postmark Errors	4	0	0	Postmark Errors	5	0	0
Disputed Ownership Of Packets	3	0	0				
Appearance	2	1	3	Delay in Return to Sender	3	1	3
				Appearance	2	0	0
Fraudulent Redirections	2	0	0	Disputed Ownership Of Packets	2	0	0
International Advice of Delivery Failure	2	0	0				
Delivery USO Failure	1	0	0	Industrial Action	2	0	0
Industrial Action	1	0	0	Quality Of Service	2	2	5
Office Closure	1	0	0	Delivery USO Failure	1	0	0
Postal Address/Postcodes	1	0	0	Office Closure	1	0	0
Quality Of Service	1	1	3				

Annex B

CM	No. of Complaints	Number Paid	Recompense	CO	No. of Complaints	Number Paid	Recompense
Loss	5,514	3,857	97,667	Loss	3,034	2,047	61,315
Mis-Delivery	1,942	717	1,962	Mis-Delivery	1,158	443	1,207
Redirection Failure	1,853	1,224	6,240	Redirection Failure	1,005	632	3,153
Delay	1,372	780	6,149	Delay	826	497	5,951
Delivery Procedures	867	241	2,035	Other	521	165	1,270
Other	828	274	3,294	Delivery Procedures	482	138	668
Damage	628	392	23,789	Damage	450	295	8,008
Delivery Frequency	434	60	270	Delivery Frequency	183	29	79
Redirection Centre Failure	178	23	168	Redirection Centre Failure	119	17	149
Part Loss	174	92	2,595	RM Policy	98	34	260
RM Policy	152	54	387	Part Loss	89	51	518
Keepsafe Failure	145	121	847	Time Of Delivery	82	2	3
Unconfirmed Delay/Loss	133	32	547	Incorrect Return To Sender	76	35	102
Incorrect Return To Sender	110	37	136	Unconfirmed Delay/Loss	67	11	260
Time Of Delivery	85	5	13	Recovered Mail	66	23	3,436
Recovered Mail	78	18	164	Keepsafe Failure	55	45	278
Substantial Delay	75	59	688	Surcharges/Customs	50	34	142
Surcharges/Customs	70	48	280	Property Damage	45	24	719
Redirection Dispute	62	17	96	Redirection Dispute	36	9	45
Business Collections	61	14	100	Discourtesy	32	5	22
Proof of Delivery Failure	56	28	86	Substantial Delay	28	19	136
Discourtesy	54	5	19	Perceived Delay	25	0	0
Perceived Delay	46	5	782	Proof of Delivery Failure	25	18	57
Property Damage	37	14	608	Keepsafe Centre Failure	16	4	81
				International Substantial Delay			
Posting Boxes	30	5	19	International Substantial Delay	15	0	0
Driving/Accidents	25	3	1,257	Business Collections	14	0	0
P739 Failure	22	11	28	Driving/Accidents	14	1	3
International Substantial Delay							
International Substantial Delay	19	0	0	Posting Boxes	13	0	0
Keepsafe Centre Failure	15	6	42	Customer Service	6	1	13
Other Delivery Failure	10	4	348	P739 Failure	6	1	5
Access	9	0	0	Other Delivery Failure	5	3	8
Customer Service	7	3	74	Appearance	3	0	0
Postmark Errors	7	1	3	Postmark Errors	3	0	0
Appearance	5	2	3	Delay in Return to Sender	2	1	3
Fraudulent Redirections	5	0	0	International Loss	2	0	0
Industrial Action	4	2	8	Access	1	0	0
Quality Of Service	3	3	8	Industrial Action	1	1	5
Delivery USO Failure	2	0	0	Office Closure	1	0	0
Disputed Ownership Of Packets							
Disputed Ownership Of Packets	2	1	3				
Delay in Return to Sender	1	0	0				
Disability Discrimination Act	1	0	0				
International Advice of Delivery Failure							
International Advice of Delivery Failure	1	1	17				
International Loss	1	0	0				

Annex B

CR	No. of Complaints	Number Paid	Recompense	CT	No. of Complaints	Number Paid	Recompense
Loss	4,521	3,089	85,979	Loss	3,836	2,765	107,208
Redirection Failure	1,854	1,239	6,138	Mis-Delivery	1,627	667	2,437
Mis-Delivery	1,807	706	1,832	Redirection Failure	1,177	791	3,848
Delivery Procedures	1,225	362	1,294	Delay	926	538	5,087
Delay	866	497	6,005	Delivery Procedures	753	233	1,398
Other	849	321	6,805	Other	709	230	2,233
Damage	364	225	6,242	Damage	467	331	11,538
Delivery Frequency	320	44	118	Delivery Frequency	349	69	212
Redirection Centre Failure	171	23	114	Redirection Centre Failure	162	30	259
RM Policy	145	47	429	Part Loss	142	87	982
Part Loss	113	55	3,363	Keepsafe Failure	101	85	627
Keepsafe Failure	100	78	565	RM Policy	101	38	876
Unconfirmed Delay/Loss	92	27	347	Unconfirmed Delay/Loss	96	22	489
Recovered Mail	85	21	865	Incorrect Return To Sender	75	31	118
Business Collections	76	19	325	Time Of Delivery	73	5	12
Time Of Delivery	76	7	88	Recovered Mail	53	21	260
Incorrect Return To Sender	74	33	128	Redirection Dispute	49	10	48
Redirection Dispute	62	21	112	Discourtesy	48	7	29
Discourtesy	51	9	28	Surcharges/Customs	47	26	91
Substantial Delay	43	23	181	Substantial Delay	41	33	243
Proof of Delivery Failure	42	19	405	Perceived Delay	38	4	36
Surcharges/Customs	39	22	77	Property Damage	36	19	882
Posting Boxes	31	7	68	Business Collections	34	10	83
Property Damage	28	9	458	P739 Failure	24	10	51
International Substantial Delay							
	27	0	0	Proof of Delivery Failure	23	11	33
P739 Failure	26	15	73	Posting Boxes	18	5	48
Perceived Delay	20	4	42	Driving/Accidents	14	4	348
Keepsafe Centre Failure	18	7	45	Customer Service	11	1	3
				International Substantial Delay			
Other Delivery Failure	10	7	27		11	0	0
Driving/Accidents	8	0	0	Keepsafe Centre Failure	10	3	22
Fraudulent Redirections	8	0	0	Other Delivery Failure	8	1	3
				Disputed Ownership Of Packets			
Customer Service	6	0	0		5	0	0
Disputed Ownership Of Packets							
	5	1	95	Access	3	1	3
Delay in Return to Sender	4	3	34	Fraudulent Redirections	3	0	0
Access	3	1	25	Postmark Errors	2	0	0
Appearance	3	1	9	Appearance	1	0	0
Quality Of Service	3	1	2	Delay in Return to Sender	1	0	0
				International Advice of Delivery Failure			
Delivery USO Failure	1	0	0		1	0	0
Disability Discrimination Act	1	0	0	Quality Of Service	1	0	0
Postal Address/Postcodes	1	0	0				
Postmark Errors	1	0	0				

Annex B

CV	No. of Complaints	Number Paid	Recompense	CW	No. of Complaints	Number Paid	Recompense
Loss	7,603	5,122	94,906	Loss	2,061	1,433	36,496
Mis-Delivery	2,969	985	3,471	Delay	811	373	2,594
Redirection Failure	2,087	1,448	7,125	Mis-Delivery	773	279	927
Delay	1,776	1,021	8,308	Redirection Failure	745	489	2,303
Delivery Procedures	1,581	425	1,894	Other	372	97	813
Other	1,154	369	1,997	Delivery Procedures	321	75	400
Damage	772	492	15,949	Damage	276	190	7,565
Delivery Frequency	646	68	268	Delivery Frequency	127	15	45
Part Loss	234	133	2,489	Redirection Centre Failure	83	12	122
Redirection Centre Failure	219	27	258	Part Loss	73	37	3,147
Recovered Mail	213	47	479	RM Policy	58	18	109
Keepsafe Failure	191	154	1,074	Keepsafe Failure	57	46	294
Unconfirmed Delay/Loss	185	43	454	Time Of Delivery	54	2	7
Proof of Delivery Failure	184	80	276	Proof of Delivery Failure	52	28	103
RM Policy	175	63	431	Recovered Mail	43	13	130
Time Of Delivery	154	6	77	Unconfirmed Delay/Loss	42	9	115
Incorrect Return To Sender	117	56	220	Incorrect Return To Sender	41	17	72
Business Collections	99	27	631	Redirection Dispute	38	12	51
Surcharges/Customs	91	52	193	Perceived Delay	35	2	12
Substantial Delay	88	67	469	Discourtesy	25	3	5
Discourtesy	77	23	99	Substantial Delay	24	20	154
Perceived Delay	72	9	34	Property Damage	22	12	413
Redirection Dispute	68	17	55	Surcharges/Customs	17	11	44
Property Damage	60	25	1,565	Business Collections	13	2	22
Posting Boxes	47	3	99	Posting Boxes	13	2	16
P739 Failure	31	13	60	Driving/Accidents	9	2	288
International Substantial Delay							
	25	0	0	P739 Failure	9	3	10
Driving/Accidents	21	2	404	Keepsafe Centre Failure	6	2	11
Keepsafe Centre Failure	17	8	43	Other Delivery Failure	6	3	13
				International Substantial Delay			
Other Delivery Failure	16	11	56		5	0	0
Appearance	7	1	2	Access	3	0	0
Access	6	1	3	Customer Service	3	1	13
				Disputed Ownership Of Packets			
Customer Service	6	2	36		2	0	0
Fraudulent Redirections	5	1	75	Appearance	1	0	0
				International Advice of Delivery Failure			
Quality Of Service	5	3	10		1	1	30
Disputed Ownership Of Packets							
	3	0	0	Office Closure	1	1	2
Office Closure	3	1	5				
Delay in Return to Sender	2	0	0				
Postmark Errors	2	1	3				
Delivery USO Failure	1	0	0				

Annex B

DA	No. of Complaints	Number Paid	Recompense	DD	No. of Complaints	Number Paid	Recompense
Loss	3,584	2,483	58,795	Loss	2,138	1,320	52,621
Mis-Delivery	933	344	990	Mis-Delivery	969	303	826
Redirection Failure	905	584	2,579	Delay	684	324	2,111
Delay	731	416	2,879	Redirection Failure	537	364	1,703
Delivery Procedures	665	207	775	Delivery Procedures	487	102	445
Other	479	140	662	Other	383	104	615
Damage	370	241	8,297	Delivery Frequency	272	19	59
Delivery Frequency	151	22	80	Damage	216	134	5,494
Part Loss	108	72	740	Incorrect Return To Sender	84	31	86
Recovered Mail	106	25	14,915	Redirection Centre Failure	71	9	80
RM Policy	95	29	116	Unconfirmed Delay/Loss	70	21	213
Redirection Centre Failure	87	15	259	Time Of Delivery	66	3	8
Keepsafe Failure	64	57	379	RM Policy	64	11	58
Unconfirmed Delay/Loss	54	14	124	Part Loss	61	29	234
Incorrect Return To Sender	48	21	82	Keepsafe Failure	39	30	210
Business Collections	47	9	69	Surcharges/Customs	33	19	66
Substantial Delay	39	22	183	Recovered Mail	30	7	53
Surcharges/Customs	39	18	63	Discourtesy	24	8	20
Discourtesy	31	9	22	Substantial Delay	24	17	127
Redirection Dispute	29	5	17	Proof of Delivery Failure	22	12	173
Time Of Delivery	27	3	8	Perceived Delay	21	1	3
Posting Boxes	24	2	7	Property Damage	19	5	569
Property Damage	23	11	478	Redirection Dispute	15	4	12
Perceived Delay	19	2	6	P739 Failure	14	3	9
Proof of Delivery Failure	18	10	23	Business Collections	8	3	14
				International Substantial Delay	8	0	0
P739 Failure	16	4	9				
International Substantial Delay	14	0	0	Customer Service	6	2	35
Keepsafe Centre Failure	13	3	16	Other Delivery Failure	6	2	7
Driving/Accidents	12	2	3	Driving/Accidents	5	0	0
Customer Service	5	3	14	Keepsafe Centre Failure	5	1	5
Fraudulent Redirections	5	0	0	Posting Boxes	4	1	5
Other Delivery Failure	5	3	7	Access	2	1	28
Delay in Return to Sender	3	1	2	Delay in Return to Sender	2	0	0
Disputed Ownership Of Packets	3	1	2				
				Appearance	1	1	3
Postmark Errors	3	0	0	Disputed Ownership Of Packets	1	0	0
Industrial Action	2	0	0	Postmark Errors	1	0	0
Access	1	0	0	Quality Of Service	1	0	0
Appearance	1	0	0				

Annex B

DE	No. of Complaints	Number Paid	Recompense	DG	No. of Complaints	Number Paid	Recompense
Loss	4,584	3,124	61,076	Loss	830	573	23,254
Mis-Delivery	2,076	793	2,097	Delay	479	207	1,538
Redirection Failure	1,240	827	3,947	Redirection Failure	176	117	567
Delay	1,045	543	3,656	Mis-Delivery	161	70	195
Delivery Procedures	1,045	309	1,153	Damage	153	96	8,404
Other	1,030	292	1,512	Other	89	33	987
Damage	644	421	10,727	Delivery Procedures	81	24	103
Delivery Frequency	238	22	57	Part Loss	42	26	380
Redirection Centre Failure	178	23	179	Redirection Centre Failure	28	8	72
Part Loss	162	93	2,314	RM Policy	22	6	26
RM Policy	151	49	305	Unconfirmed Delay/Loss	22	2	7
Unconfirmed Delay/Loss	147	27	356	Delivery Frequency	17	2	7
Keepsafe Failure	97	79	518	Surcharges/Customs	13	8	26
Incorrect Return To Sender	90	36	149	Incorrect Return To Sender	12	4	7
Surcharges/Customs	75	49	487	Time Of Delivery	12	0	0
Time Of Delivery	69	6	37	Substantial Delay	11	7	60
Recovered Mail	65	18	804	Property Damage	9	6	524
Redirection Dispute	59	12	42	Keepsafe Failure	8	6	43
Discourtesy	56	12	79	Perceived Delay	8	0	0
P739 Failure	50	15	47	Keepsafe Centre Failure	7	2	14
Property Damage	46	12	897	Recovered Mail	7	3	8
Substantial Delay	46	33	227	Discourtesy	5	0	0
Proof of Delivery Failure	36	18	50	Proof of Delivery Failure	5	2	4
Perceived Delay	34	2	5	Redirection Dispute	5	1	3
Business Collections	28	4	33	P739 Failure	4	1	2
Keepsafe Centre Failure	22	9	56	Posting Boxes	4	1	2
Driving/Accidents	18	1	2	Driving/Accidents	3	0	0
Posting Boxes	15	0	0	Business Collections	2	0	0
Other Delivery Failure	12	3	32	Customer Service	2	0	0
International Substantial Delay	11	2	17	International Substantial Delay	2	0	0
Customer Service	8	6	53	Office Closure	2	0	0
Access	4	0	0	Fraudulent Redirections	1	0	0
Disputed Ownership Of Packets	4	1	28				
Delay in Return to Sender	3	0	0	Other Delivery Failure	1	0	0
Fraudulent Redirections	3	0	0				
Appearance	2	1	2				
Disability Discrimination Act	1	0	0				
International Loss	1	0	0				
Postmark Errors	1	0	0				
Quality Of Service	1	0	0				

Annex B

DH	No. of Complaints	Number Paid	Recompense	DL	No. of Complaints	Number Paid	Recompense
Loss	2,247	1,560	40,815	Loss	2,094	1,441	44,395
Mis-Delivery	985	362	961	Delay	1,103	438	3,961
Delay	913	408	8,401	Mis-Delivery	898	348	927
Redirection Failure	523	346	1,686	Redirection Failure	588	417	2,008
Other	436	148	1,156	Other	350	98	488
Delivery Procedures	331	82	407	Damage	326	204	7,746
Damage	250	161	5,501	Delivery Procedures	299	87	1,195
Delivery Frequency	175	35	113	Delivery Frequency	92	15	40
Keepsafe Failure	83	70	462	Part Loss	86	50	470
Part Loss	71	47	681	Redirection Centre Failure	83	17	93
Time Of Delivery	60	3	8	RM Policy	68	26	485
Redirection Centre Failure	55	6	27	Unconfirmed Delay/Loss	65	11	103
Unconfirmed Delay/Loss	55	9	90	Keepsafe Failure	49	40	297
RM Policy	50	21	71	Incorrect Return To Sender	45	18	68
Incorrect Return To Sender	38	15	59	Recovered Mail	39	10	55
Recovered Mail	38	11	35	Time Of Delivery	38	4	12
Property Damage	35	14	479	Substantial Delay	36	25	162
Substantial Delay	28	25	175	Discourtesy	33	3	7
Perceived Delay	27	4	15	Surcharges/Customs	33	26	187
Surcharges/Customs	26	14	53	Perceived Delay	25	3	11
Discourtesy	20	2	3	Proof of Delivery Failure	25	12	33
Business Collections	15	3	21	Business Collections	23	5	63
Proof of Delivery Failure	15	10	35	Property Damage	20	11	1,319
Redirection Dispute	15	6	20	Redirection Dispute	14	2	25
				International Substantial Delay	13	0	0
Posting Boxes	12	2	31	Customer Service	8	3	64
Keepsafe Centre Failure	9	3	12	Driving/Accidents	8	0	0
Driving/Accidents	7	2	7	Keepsafe Centre Failure	8	1	5
Other Delivery Failure	5	2	7	P739 Failure	8	5	17
P739 Failure	5	0	0	Posting Boxes	6	0	0
Customer Service	4	1	3				
International Substantial Delay	4	0	0	Quality Of Service	4	1	3
Delay in Return to Sender	2	0	0	Access	2	0	0
Quality Of Service	2	0	0	Office Closure	2	0	0
Disputed Ownership Of Packets	1	0	0				
				Other Delivery Failure	2	1	3
				Postmark Errors	2	0	0

Annex B

DN	No. of Complaints	Number Paid	Recompense	DT	No. of Complaints	Number Paid	Recompense
Loss	4,921	3,388	91,298	Loss	1,258	859	16,433
Mis-Delivery	2,130	808	2,166	Redirection Failure	386	253	1,144
Delay	1,493	790	7,667	Mis-Delivery	383	150	672
Redirection Failure	1,227	856	3,876	Delay	375	259	2,272
Delivery Procedures	816	230	993	Other	178	52	376
Other	816	295	2,136	Damage	168	117	3,156
Damage	607	406	12,661	Delivery Procedures	160	45	185
Delivery Frequency	252	20	54	Redirection Centre Failure	73	15	125
Part Loss	188	101	1,002	Part Loss	50	29	270
Unconfirmed Delay/Loss	155	35	564	Delivery Frequency	47	4	13
Keepsafe Failure	150	118	761	RM Policy	39	10	53
Time Of Delivery	138	10	45	Keepsafe Failure	32	25	194
Redirection Centre Failure	126	26	187	Unconfirmed Delay/Loss	27	7	44
RM Policy	123	38	153	Surcharges/Customs	25	19	70
Incorrect Return To Sender	105	46	141	Property Damage	22	10	369
Proof of Delivery Failure	99	47	146	Time Of Delivery	18	1	2
Surcharges/Customs	66	35	120	Incorrect Return To Sender	17	6	25
Recovered Mail	65	22	1,398	Substantial Delay	16	12	91
Property Damage	63	34	2,284	Perceived Delay	13	1	4
Discourtesy	62	10	32	Posting Boxes	12	3	17
Perceived Delay	57	8	69	Recovered Mail	12	2	5
Substantial Delay	44	23	174	Keepsafe Centre Failure	11	1	3
Redirection Dispute	41	8	46	Discourtesy	9	2	7
P739 Failure	30	8	37	Redirection Dispute	9	3	12
Driving/Accidents	29	3	427	Proof of Delivery Failure	5	2	7
Business Collections	27	4	25	Business Collections	4	1	6
Keepsafe Centre Failure	24	6	38	Driving/Accidents	4	0	0
Posting Boxes	18	2	5	P739 Failure	4	3	10
International Substantial Delay	14	0	0				
Customer Service	7	2	9	Customer Service	3	1	10
Other Delivery Failure	6	3	10	Other Delivery Failure	3	2	7
Postmark Errors	4	0	0	Access	1	0	0
				International Loss	1	0	0
Delay in Return to Sender	3	1	3	International Substantial Delay	1	0	0
Disputed Ownership Of Packets	3	0	0				
Fraudulent Redirections	2	0	0	Office Closure	1	0	0
International Advice of Delivery Failure	2	1	200	Postal Address/Postcodes	1	0	0
Office Closure	2	0	0				
Quality Of Service	2	1	3	Postmark Errors	1	0	0
Access	1	0	0				
Appearance	1	0	0				

Annex B

DY	No. of Complaints	Number Paid	Recompense	E	No. of Complaints	Number Paid	Recompense
Loss	2,052	1,459	24,330	Loss	14,452	9,664	258,532
Mis-Delivery	722	253	677	Redirection Failure	5,602	3,696	20,204
Redirection Failure	460	306	1,325	Mis-Delivery	3,879	1,546	4,324
Delay	440	236	1,981	Other	3,139	937	10,027
Delivery Procedures	354	93	405	Delay	2,657	1,539	10,796
Damage	281	194	6,918	Delivery Procedures	2,567	755	2,684
Other	270	90	873	Delivery Frequency	1,582	204	572
Redirection Centre Failure	81	13	78	Damage	597	373	16,852
Delivery Frequency	74	7	20	Redirection Centre Failure	406	49	463
Part Loss	74	40	894	Recovered Mail	396	84	6,883
Keepsafe Failure	67	61	408	Unconfirmed Delay/Loss	336	75	1,255
Incorrect Return To Sender	59	17	53	RM Policy	316	93	548
RM Policy	58	20	102	Incorrect Return To Sender	268	110	421
Unconfirmed Delay/Loss	47	19	175	Substantial Delay	228	158	5,175
Recovered Mail	33	8	66	Part Loss	221	114	3,239
				International Substantial Delay	172	0	0
Surcharges/Customs	29	19	74	Time Of Delivery	169	23	156
Time Of Delivery	26	2	5	Proof of Delivery Failure	138	73	971
Property Damage	17	9	192	Redirection Dispute	128	27	179
Keepsafe Centre Failure	16	3	17	Business Collections	126	19	167
Substantial Delay	15	10	62	P739 Failure	116	44	234
Discourtesy	13	2	3	Discourtesy	113	16	44
Perceived Delay	13	1	3	Keepsafe Failure	105	79	698
Redirection Dispute	13	6	18	Perceived Delay	87	13	117
Business Collections	12	2	7	Posting Boxes	59	3	-11
Driving/Accidents	11	0	0	Other Delivery Failure	49	17	137
Posting Boxes	11	2	8	Surcharges/Customs	44	19	75
P739 Failure	9	5	15	Property Damage	23	11	653
Customer Service	5	1	5	Customer Service	16	4	26
Proof of Delivery Failure	4	2	7				
International Substantial Delay	3	0	0	Access	14	2	7
Appearance	1	0	0	Quality Of Service	14	5	19
Delay in Return to Sender	1	1	20	Delay in Return to Sender	12	4	12
Disputed Ownership Of Packets	1	0	0				
International Loss	1	0	0	Driving/Accidents	11	2	7
Postmark Errors	1	0	0	Fraudulent Redirections	11	1	3
				Keepsafe Centre Failure	10	3	24
Quality Of Service	1	0	0	Disputed Ownership Of Packets	7	0	0
				International Advice of Delivery Failure	4	1	3
				Delivery USO Failure	2	0	0
				Disability Discrimination Act	2	0	0
				International Loss	2	0	0
				Office Closure	2	0	0
				Postmark Errors	1	0	0

Annex B

EC	No. of Complaints	Number Paid	Recompense	EH	No. of Complaints	Number Paid	Recompense
Loss	2,512	1,476	157,340	Loss	8,009	5,259	202,643
Delay	1,267	875	8,046	Mis-Delivery	3,278	1,253	6,904
Other	634	217	7,164	Redirection Failure	2,997	1,995	9,745
Mis-Delivery	546	188	775	Delay	2,718	1,467	10,548
Redirection Failure	537	320	2,174	Delivery Procedures	2,112	575	2,206
Delivery Procedures	389	104	1,466	Other	1,694	524	3,582
RM Policy	171	50	333	Damage	705	445	12,262
Business Collections	130	24	234	Delivery Frequency	661	82	246
Incorrect Return To Sender	129	65	286	Redirection Centre Failure	420	65	581
Delivery Frequency	124	12	89	Incorrect Return To Sender	389	125	499
Damage	104	63	8,147	RM Policy	343	109	574
Redirection Centre Failure	97	21	233	Unconfirmed Delay/Loss	262	50	8,085
Recovered Mail	85	2	2,504	Part Loss	203	113	6,712
International Substantial Delay	80	0	0	Time Of Delivery	177	10	105
Unconfirmed Delay/Loss	67	20	1,588	Keepsafe Failure	159	116	874
Proof of Delivery Failure	62	36	133	Substantial Delay	126	97	692
Redirection Dispute	51	11	75	Redirection Dispute	119	19	109
Part Loss	41	25	4,245	Perceived Delay	108	13	60
Time Of Delivery	39	6	38	Proof of Delivery Failure	102	50	161
Surcharges/Customs	20	10	82	Business Collections	95	10	89
Substantial Delay	19	10	52	Discourtesy	92	22	149
Perceived Delay	18	3	35	P739 Failure	92	31	181
Discourtesy	11	0	0	Recovered Mail	89	17	175
P739 Failure	11	5	32	Surcharges/Customs	79	44	191
Keepsafe Failure	7	6	77	International Substantial Delay	58	1	28
Other Delivery Failure	6	3	14	Property Damage	49	20	1,257
Posting Boxes	6	0	0	Other Delivery Failure	34	14	71
Disputed Ownership Of Packets	5	0	0	Posting Boxes	32	5	16
Driving/Accidents	5	1	3	Driving/Accidents	24	1	6
Access	3	1	3	Keepsafe Centre Failure	20	11	64
Postmark Errors	3	0	0	Customer Service	15	3	10
Delay in Return to Sender	2	0	0	Office Closure	13	1	2
International Advice of Delivery Failure	2	2	5	Delay in Return to Sender	11	5	22
Keepsafe Centre Failure	2	0	0	Fraudulent Redirections	6	0	0
Collection USO Failure	1	0	0	Industrial Action	5	2	5
Customer Service	1	1	3	Access	3	0	0
Industrial Action	1	0	0	Disputed Ownership Of Packets	3	1	20
Postal Address/Postcodes	1	0	0	Quality Of Service	3	1	3
Quality Of Service	1	0	0	Appearance	2	0	0
				Disability Discrimination Act	2	0	0
				International Loss	2	0	0
				Collection USO Failure	1	0	0
				Delivery USO Failure	1	0	0
				International Advice of Delivery Failure	1	1	5
				Postmark Errors	1	1	3

Annex B

EN	No. of Complaints	Number Paid	Recompense	EX	No. of Complaints	Number Paid	Recompense
Loss	3,436	2,426	60,519	Loss	3,898	2,705	65,580
Redirection Failure	1,414	952	4,618	Mis-Delivery	1,361	493	1,625
Mis-Delivery	1,031	368	1,005	Delay	1,216	777	7,813
Delivery Procedures	707	195	663	Redirection Failure	1,124	755	3,436
Other	511	156	1,483	Delivery Procedures	639	182	1,043
Delay	487	234	1,725	Other	637	217	1,109
Damage	289	181	7,130	Damage	601	439	12,321
Delivery Frequency	164	11	29	Delivery Frequency	180	22	68
Redirection Centre Failure	101	20	180	Redirection Centre Failure	178	28	177
RM Policy	98	40	215	Part Loss	152	92	1,565
Proof of Delivery Failure	91	51	401	RM Policy	128	40	148
Part Loss	88	43	472	Unconfirmed Delay/Loss	104	23	198
Recovered Mail	72	22	540	Keepsafe Failure	90	69	536
Keepsafe Failure	62	49	355	Time Of Delivery	84	8	47
Incorrect Return To Sender	60	26	88	Incorrect Return To Sender	82	31	131
Unconfirmed Delay/Loss	59	19	390	Surcharges/Customs	82	54	165
Time Of Delivery	41	5	22	Perceived Delay	71	7	63
Redirection Dispute	35	11	58	Redirection Dispute	60	14	94
Discourtesy	31	5	17	Recovered Mail	57	17	88
Substantial Delay	27	16	116	Proof of Delivery Failure	43	20	198
Business Collections	23	4	54	Business Collections	42	7	34
P739 Failure	23	7	28	Substantial Delay	40	32	202
Property Damage	22	12	-286	Discourtesy	37	3	5
Surcharges/Customs	21	13	44	Keepsafe Centre Failure	37	13	78
International Substantial Delay	18	0	0	Property Damage	31	17	1,493
Perceived Delay	13	0	0	Posting Boxes	20	0	0
Posting Boxes	10	0	0	Driving/Accidents	19	3	30
Keepsafe Centre Failure	7	2	15	P739 Failure	18	8	43
Other Delivery Failure	7	4	12	International Substantial Delay	12	0	0
Customer Service	5	1	7	Customer Service	8	3	39
Driving/Accidents	4	0	0	Other Delivery Failure	8	1	3
Fraudulent Redirections	4	0	0	Access	3	0	0
Delay in Return to Sender	2	0	0	Postmark Errors	3	0	0
Appearance	1	0	0	Appearance	2	0	0
Disputed Ownership Of Packets	1	0	0	Disputed Ownership Of Packets	2	0	0
International Loss	1	0	0	Fraudulent Redirections	2	0	0
Office Closure	1	0	0	International Loss	2	1	47
Postmark Errors	1	0	0	Delay in Return to Sender	1	0	0
Quality Of Service	1	1	3	Office Closure	1	0	0
				Quality Of Service	1	1	3

Annex B

FK	No. of Complaints	Number Paid	Recompense	FY	No. of Complaints	Number Paid	Recompense
Loss	1,710	1,128	41,665	Loss	2,850	1,905	41,191
Mis-Delivery	643	222	733	Mis-Delivery	1,108	472	1,340
Delay	631	273	1,916	Delay	862	454	2,671
Redirection Failure	495	315	1,286	Redirection Failure	754	503	2,572
Other	306	86	534	Other	675	216	1,450
Delivery Procedures	277	82	333	Delivery Procedures	522	161	683
Damage	202	142	2,898	Damage	327	205	5,114
Delivery Frequency	118	15	45	Delivery Frequency	321	59	178
Redirection Centre Failure	75	10	52	Unconfirmed Delay/Loss	98	29	236
Unconfirmed Delay/Loss	73	21	9,418	Keepsafe Failure	84	64	503
RM Policy	55	11	32	Part Loss	74	45	604
Part Loss	54	29	350	RM Policy	73	26	193
Time Of Delivery	54	4	15	Time Of Delivery	70	5	144
Keepsafe Failure	49	38	275	Redirection Centre Failure	64	15	92
Incorrect Return To Sender	44	15	47	Discourtesy	43	8	29
Redirection Dispute	28	6	51	Incorrect Return To Sender	41	17	95
Substantial Delay	22	17	146	Substantial Delay	36	26	175
Discourtesy	21	2	3	Recovered Mail	34	9	242
Perceived Delay	20	4	13	Property Damage	32	13	1,372
Surcharges/Customs	20	15	68	Perceived Delay	26	5	26
Recovered Mail	17	4	32	Proof of Delivery Failure	23	16	54
Keepsafe Centre Failure	15	9	59	Redirection Dispute	22	7	33
Proof of Delivery Failure	14	8	34	Surcharges/Customs	22	14	59
Property Damage	13	7	926	Business Collections	21	2	15
Business Collections	10	3	25	P739 Failure	14	6	36
Driving/Accidents	7	1	3	Keepsafe Centre Failure	11	2	7
International Substantial Delay	6	0	0	International Substantial Delay	9	0	0
Other Delivery Failure	5	5	13	Posting Boxes	8	2	13
P739 Failure	5	2	5	Driving/Accidents	7	0	0
Posting Boxes	5	0	0	Other Delivery Failure	7	1	10
Customer Service	3	0	0	Customer Service	5	3	12
Access	2	0	0	Quality Of Service	5	2	7
Disputed Ownership Of Packets	2	1	104	Delay in Return to Sender	3	1	28
International Loss	2	1	145	Office Closure	3	1	2
Fraudulent Redirections	1	0	0	Disability Discrimination Act	2	0	0
Quality Of Service	1	0	0	Postmark Errors	2	0	0
				Access	1	0	0
				Appearance	1	1	3
				Delivery USO Failure	1	0	0
				Disputed Ownership Of Packets	1	0	0

Annex B

G	No. of Complaints	Number Paid	Recompense	GL	No. of Complaints	Number Paid	Recompense
Loss	12,958	8,312	297,077	Loss	4,065	2,748	66,740
Mis-Delivery	4,303	1,457	3,877	Mis-Delivery	1,660	616	1,660
Redirection Failure	3,686	2,422	11,366	Redirection Failure	1,475	978	4,725
Delay	3,471	1,790	16,171	Delay	1,033	656	4,316
Delivery Procedures	2,467	550	2,057	Other	660	223	5,296
Other	2,274	677	7,570	Delivery Procedures	649	185	943
Delivery Frequency	1,348	123	516	Damage	520	341	9,604
Damage	1,022	694	19,369	Redirection Centre Failure	195	36	309
Incorrect Return To Sender	541	172	617	Part Loss	178	98	1,346
Unconfirmed Delay/Loss	472	97	978	Delivery Frequency	174	24	76
RM Policy	406	128	797	RM Policy	138	33	215
Redirection Centre Failure	399	80	633	Keepsafe Failure	112	88	637
Part Loss	322	162	7,297	Unconfirmed Delay/Loss	107	23	268
Time Of Delivery	309	17	129	Incorrect Return To Sender	82	36	145
Recovered Mail	241	72	20,495	Surcharges/Customs	77	53	243
Keepsafe Failure	211	171	1,145	Recovered Mail	66	18	7,845
Proof of Delivery Failure	202	101	327	Redirection Dispute	62	10	63
Business Collections	201	29	417	Substantial Delay	55	38	283
Substantial Delay	143	114	938	Business Collections	53	9	78
P739 Failure	134	49	232	Perceived Delay	48	4	42
Discourtesy	112	16	46	Time Of Delivery	43	4	8
Redirection Dispute	104	28	129	Proof of Delivery Failure	40	17	50
Perceived Delay	101	8	56	Property Damage	38	24	3,544
Surcharges/Customs	88	50	688	Discourtesy	29	4	12
International Substantial Delay							
	65	0	0	Keepsafe Centre Failure	21	2	8
Property Damage	57	26	960	Driving/Accidents	19	4	523
Posting Boxes	38	5	66	Posting Boxes	18	2	83
Keepsafe Centre Failure	36	15	79	P739 Failure	15	6	29
Other Delivery Failure	26	12	49	International Substantial Delay	13	0	0
Customer Service	23	3	21	Other Delivery Failure	10	3	10
Driving/Accidents	19	4	10	Delay in Return to Sender	6	1	2
Delay in Return to Sender	13	6	61	Fraudulent Redirections	5	0	0
Access	10	1	3	Customer Service	4	2	266
Disputed Ownership Of Packets							
	8	0	0	Access	3	0	0
Fraudulent Redirections	7	0	0	Disputed Ownership Of Packets	3	1	4
Quality Of Service	6	4	12	Office Closure	3	0	0
Delivery USO Failure	3	0	0	Postmark Errors	3	0	0
International Loss	3	1	25	Appearance	2	0	0
Appearance	2	0	0	Disability Discrimination Act	1	0	0
Disability Discrimination Act	2	0	0	Industrial Action	1	1	3
Industrial Action	2	0	0	International Loss	1	0	0
Office Closure	2	1	28	Postal Address/Postcodes	1	0	0
Postmark Errors	2	0	0				
International Advice of Delivery Failure							
	1	1	14				
Postal Address/Postcodes	1	1	3				

Annex B

GU	No. of Complaints	Number Paid	Recompense	HA	No. of Complaints	Number Paid	Recompense
Loss	6,537	4,502	114,382	Loss	5,553	3,693	112,073
Redirection Failure	2,451	1,616	7,944	Redirection Failure	2,218	1,494	7,960
Mis-Delivery	2,180	748	2,668	Mis-Delivery	1,994	837	4,777
Delay	1,693	980	8,027	Delivery Procedures	1,221	357	1,584
Delivery Procedures	1,226	337	2,047	Other	1,026	312	2,940
Other	1,028	340	12,583	Delay	1,007	562	9,553
Damage	802	502	14,517	Damage	444	252	5,413
Delivery Frequency	544	71	210	Delivery Frequency	426	46	135
Redirection Centre Failure	343	46	465	Redirection Centre Failure	188	33	298
Part Loss	224	127	2,414	Part Loss	165	83	3,696
RM Policy	192	56	283	RM Policy	165	53	228
Unconfirmed Delay/Loss	155	46	1,854	Unconfirmed Delay/Loss	132	35	457
Keepsafe Failure	147	108	749	Time Of Delivery	130	12	34
Recovered Mail	132	38	1,985	Recovered Mail	126	36	5,012
Incorrect Return To Sender	108	50	143	Keepsafe Failure	102	83	603
Time Of Delivery	101	6	13	Incorrect Return To Sender	95	42	183
Redirection Dispute	98	28	246	Discourtesy	68	12	34
Surcharges/Customs	76	42	160	Proof of Delivery Failure	64	33	90
Discourtesy	71	14	40	Redirection Dispute	64	18	291
Business Collections	70	9	52	Substantial Delay	52	33	237
Substantial Delay	69	40	612	Business Collections	49	10	216
Perceived Delay	56	4	17	Perceived Delay	37	5	22
				International Substantial Delay			
Posting Boxes	38	3	51	Delay	35	0	0
Driving/Accidents	36	3	13	P739 Failure	25	12	59
Property Damage	33	13	808	Surcharges/Customs	25	14	90
Proof of Delivery Failure	31	18	69	Property Damage	23	12	430
Keepsafe Centre Failure	29	12	78	Posting Boxes	21	1	2
International Substantial Delay							
Delay	24	0	0	Keepsafe Centre Failure	19	3	19
P739 Failure	23	9	51	Other Delivery Failure	13	7	56
Other Delivery Failure	22	7	20	Driving/Accidents	10	0	0
Customer Service	13	1	10	Customer Service	6	0	0
Fraudulent Redirections	7	0	0	Quality Of Service	6	3	19
Access	5	0	0	Delay in Return to Sender	5	0	0
Delay in Return to Sender	4	1	2	Appearance	4	0	0
Postmark Errors	4	0	0	Access	3	1	3
				Disputed Ownership Of Packets			
Office Closure	3	0	0	Delay	3	1	3
Appearance	2	0	0	Fraudulent Redirections	1	0	0
Disputed Ownership Of Packets				International Advice of Delivery Failure			
Delay	2	0	0	Delay	1	1	25
Industrial Action	2	1	20	International Loss	1	0	0
Quality Of Service	2	2	7				
Collection USO Failure	1	0	0				
Delivery USO Failure	1	0	0				
Disability Discrimination Act	1	0	0				
Postal Address/Postcodes	1	0	0				

Annex B

HD	No. of Complaints	Number Paid	Recompense	HG	No. of Complaints	Number Paid	Recompense
Loss	2,154	1,497	27,599	Loss	1,152	795	29,633
Mis-Delivery	738	276	1,038	Mis-Delivery	512	207	553
Delay	556	295	1,963	Delay	471	234	1,607
Redirection Failure	519	321	1,478	Redirection Failure	407	283	1,250
Other	424	104	1,734	Other	285	97	774
Delivery Procedures	349	100	496	Delivery Procedures	237	79	222
Damage	234	158	3,092	Damage	155	107	2,911
Delivery Frequency	120	7	20	Delivery Frequency	77	10	33
RM Policy	72	21	113	Redirection Centre Failure	65	10	79
Unconfirmed Delay/Loss	72	14	197	RM Policy	47	7	59
Keepsafe Failure	68	57	398	Keepsafe Failure	41	34	198
Part Loss	62	44	3,098	Part Loss	38	20	217
Redirection Centre Failure	55	11	121	Time Of Delivery	38	5	28
Incorrect Return To Sender	47	20	70	Unconfirmed Delay/Loss	33	11	409
Surcharges/Customs	44	24	82	Incorrect Return To Sender	26	10	34
Time Of Delivery	36	0	0	Business Collections	22	6	37
Discourtesy	33	4	65	Substantial Delay	20	12	93
Proof of Delivery Failure	29	16	297	Recovered Mail	20	9	3,723
P739 Failure	26	13	52	Redirection Dispute	17	4	23
Recovered Mail	25	7	302	Discourtesy	14	3	27
Perceived Delay	21	2	7	Surcharges/Customs	13	11	33
Property Damage	21	9	367	Keepsafe Centre Failure	11	2	11
Redirection Dispute	21	8	52	Perceived Delay	11	1	4
Substantial Delay	15	9	68	Proof of Delivery Failure	10	7	27
Keepsafe Centre Failure	12	6	29	Property Damage	9	5	491
Posting Boxes	11	2	31	P739 Failure	8	1	2
Driving/Accidents	10	2	121	Posting Boxes	8	1	86
Business Collections	8	2	9	Other Delivery Failure	7	3	17
International Substantial Delay	5	0	0				
Customer Service	4	2	42	Driving/Accidents	6	1	62
Other Delivery Failure	4	3	27	Customer Service	3	2	13
Disputed Ownership Of Packets	2	0	0	Appearance	2	1	3
Office Closure	2	0	0	International Substantial Delay	2	0	0
Postmark Errors	2	0	0	Delivery USO Failure	1	0	0
				Disability Discrimination Act	1	0	0
Access	1	1	3	Disputed Ownership Of Packets	1	0	0
Appearance	1	0	0	Fraudulent Redirections	1	0	0
Delay in Return to Sender	1	0	0	Postmark Errors	1	0	0
Postal Address/Postcodes	1	0	0	Quality Of Service	1	0	0
Quality Of Service	1	1	3				

Annex B

HP	No. of Complaints	Number Paid	Recompense	HR	No. of Complaints	Number Paid	Recompense
Loss	4,494	3,059	108,446	Loss	1,074	768	15,846
Mis-Delivery	1,637	652	1,833	Delay	331	212	1,556
Redirection Failure	1,484	1,000	5,107	Mis-Delivery	309	114	366
Delivery Procedures	1,027	327	1,212	Redirection Failure	299	208	935
Delay	899	523	4,728	Other	184	43	232
Other	817	252	1,810	Damage	166	115	3,205
Damage	525	304	10,800	Delivery Procedures	120	31	131
Delivery Frequency	280	35	110	Delivery Frequency	51	9	20
Part Loss	214	95	-881	Part Loss	50	34	547
Redirection Centre Failure	199	34	387	Redirection Centre Failure	47	5	20
Recovered Mail	132	27	2,701	RM Policy	37	12	48
RM Policy	117	35	2,190	Time Of Delivery	32	1	2
Keepsafe Failure	99	85	580	Substantial Delay	28	19	144
Business Collections	98	19	157	Unconfirmed Delay/Loss	22	8	244
Unconfirmed Delay/Loss	98	27	462	Incorrect Return To Sender	21	9	18
Incorrect Return To Sender	72	27	98	Surcharges/Customs	15	13	45
Proof of Delivery Failure	65	35	106	Keepsafe Failure	14	10	55
Surcharges/Customs	59	34	323	Redirection Dispute	11	2	13
Redirection Dispute	58	21	97	Keepsafe Centre Failure	9	4	35
Time Of Delivery	57	1	3	Perceived Delay	9	0	0
Discourtesy	48	4	16	Posting Boxes	9	1	5
Substantial Delay	48	30	145	Driving/Accidents	8	0	0
Property Damage	33	15	3,536	Recovered Mail	8	1	2
Perceived Delay	31	3	16	Proof of Delivery Failure	7	4	9
Posting Boxes	29	1	2	Property Damage	7	2	76
Keepsafe Centre Failure	27	9	126	Business Collections	4	0	0
Driving/Accidents	24	1	324	Discourtesy	4	3	17
International Substantial Delay	19	0	0	International Substantial Delay	2	0	0
P739 Failure	17	5	40	P739 Failure	2	1	10
Fraudulent Redirections	8	0	0	Postmark Errors	2	0	0
Customer Service	7	2	10	Quality Of Service	2	1	3
Delay in Return to Sender	7	4	49	Access	1	0	0
Other Delivery Failure	7	2	25	Customer Service	1	1	8
Postmark Errors	3	1	3	Delay in Return to Sender	1	0	0
Disputed Ownership Of Packets	2	0	0				
Office Closure	2	1	2	Fraudulent Redirections	1	0	0
Quality Of Service	2	0	0	Office Closure	1	0	0
Access	1	0	0	Other Delivery Failure	1	1	3
Appearance	1	0	0				
Disability Discrimination Act	1	1	2				
International Advice of Delivery Failure	1	0	0				

Annex B

HS	No. of Complaints	Number Paid	Recompense	HU	No. of Complaints	Number Paid	Recompense
Loss	160	114	2,323	Loss	3,315	2,129	72,839
Delay	96	38	384	Mis-Delivery	1,488	559	1,464
Damage	27	14	661	Delay	1,131	460	2,744
Redirection Failure	17	8	41	Redirection Failure	781	525	2,409
Mis-Delivery	10	2	20	Other	684	201	1,160
Redirection Centre Failure	9	0	0	Delivery Procedures	683	169	620
Other	7	4	38	Damage	342	218	4,629
Part Loss	7	5	336	Delivery Frequency	216	18	52
Unconfirmed Delay/Loss	7	1	3	Part Loss	116	60	980
Delivery Procedures	5	2	12	Redirection Centre Failure	108	20	113
RM Policy	3	0	0	Keepsafe Failure	104	81	551
Incorrect Return To Sender	2	1	2	Unconfirmed Delay/Loss	102	18	108
Keepsafe Failure	2	2	11	RM Policy	83	31	167
Perceived Delay	2	0	0	Incorrect Return To Sender	78	31	97
Substantial Delay	2	2	20	Recovered Mail	76	28	13,833
Delivery Frequency	1	0	0	Time Of Delivery	64	4	26
Discourtesy	1	0	0	Surcharges/Customs	48	24	109
Property Damage	1	0	0	Discourtesy	47	5	22
Redirection Dispute	1	1	3	P739 Failure	34	14	60
Surcharges/Customs	1	1	3	Redirection Dispute	33	9	76
				Property Damage	30	14	1,093
				Substantial Delay	30	20	138
				Perceived Delay	28	4	22
				Proof of Delivery Failure	28	17	45
				Business Collections	21	9	239
				Keepsafe Centre Failure	17	3	14
				Other Delivery Failure	14	8	27
				Driving/Accidents	10	0	0
				Posting Boxes	10	2	155
				International Substantial Delay	7	0	0
				Customer Service	6	1	11
				Delay in Return to Sender	4	1	3
				Access	1	0	0
				Appearance	1	0	0
				Delivery USO Failure	1	0	0
				Fraudulent Redirections	1	0	0
				International Loss	1	0	0
				Postmark Errors	1	0	0
				Quality Of Service	1	0	0

Annex B

HX	No. of Complaints	Number Paid	Recompense	IG	No. of Complaints	Number Paid	Recompense
Loss	1,186	832	15,002	Loss	8,373	6,685	141,611
Mis-Delivery	495	149	403	Redirection Failure	1,662	1,128	5,880
Delay	296	167	1,240	Mis-Delivery	1,262	386	1,076
Redirection Failure	284	184	1,207	Delay	763	426	3,240
Delivery Procedures	190	37	152	Delivery Procedures	676	179	653
Other	170	61	712	Other	586	198	1,428
Damage	146	90	2,859	Delivery Frequency	276	25	98
Delivery Frequency	65	1	2	Damage	238	148	4,932
Redirection Centre Failure	44	6	44	Time Of Delivery	182	12	56
Part Loss	43	25	269	Part Loss	130	75	1,284
Unconfirmed Delay/Loss	33	10	114	Unconfirmed Delay/Loss	103	29	590
Keepsafe Failure	32	25	168	Redirection Centre Failure	102	14	188
Discourtesy	26	2	5	RM Policy	101	29	147
Incorrect Return To Sender	25	9	25	Recovered Mail	73	17	906
Property Damage	20	13	366	Business Collections	65	14	147
Time Of Delivery	19	1	7	Incorrect Return To Sender	65	26	109
Proof of Delivery Failure	16	10	34	Keepsafe Failure	62	53	340
RM Policy	16	6	28	Proof of Delivery Failure	57	27	88
Surcharges/Customs	14	9	32	Redirection Dispute	49	14	81
Recovered Mail	11	5	473	Discourtesy	36	4	12
Redirection Dispute	10	1	3	Substantial Delay	31	20	203
Substantial Delay	8	6	48	Posting Boxes	29	4	113
Driving/Accidents	7	4	444	Property Damage	28	12	560
P739 Failure	7	3	9	P739 Failure	23	8	48
Perceived Delay	7	1	3	Perceived Delay	22	3	11
				International Substantial Delay			
Keepsafe Centre Failure	5	2	7		20	0	0
Business Collections	4	1	6	Surcharges/Customs	18	10	191
Posting Boxes	4	0	0	Keepsafe Centre Failure	12	4	25
Fraudulent Redirections	2	0	0	Driving/Accidents	8	2	5
Industrial Action	2	2	9	Other Delivery Failure	8	5	24
International Substantial Delay							
	2	0	0	Customer Service	4	2	7
				Disputed Ownership Of Packets			
Other Delivery Failure	2	1	3		3	1	4
Access	1	0	0	Fraudulent Redirections	3	0	0
Customer Service	1	0	0	Delay in Return to Sender	2	1	3
Disputed Ownership Of Packets							
	1	1	497	International Loss	2	0	0
				Appearance	1	0	0
				Disability Discrimination Act	1	0	0
				Postmark Errors	1	0	0
				Quality Of Service	1	0	0

Annex B

IP	No. of Complaints	Number Paid	Recompense	IV	No. of Complaints	Number Paid	Recompense
Loss	3,703	2,540	62,742	Loss	1,454	946	40,227
Delay	1,717	1,058	9,860	Delay	1,014	490	5,237
Mis-Delivery	1,232	503	1,414	Redirection Failure	336	228	1,057
Redirection Failure	1,071	715	3,747	Mis-Delivery	296	124	312
Other	652	215	32,001	Damage	224	142	4,210
Delivery Procedures	535	149	627	Other	193	58	700
Damage	474	316	9,720	Delivery Procedures	161	44	244
Delivery Frequency	166	23	66	Redirection Centre Failure	72	15	113
Redirection Centre Failure	160	29	393	Part Loss	58	36	380
Part Loss	141	80	1,101	Unconfirmed Delay/Loss	52	7	42
RM Policy	112	39	152	Incorrect Return To Sender	49	22	66
Keepsafe Failure	89	76	497	RM Policy	45	16	89
Unconfirmed Delay/Loss	84	18	256	Delivery Frequency	41	5	12
Incorrect Return To Sender	73	32	94	Perceived Delay	27	1	5
Surcharges/Customs	57	34	135	Keepsafe Failure	23	18	143
Substantial Delay	51	29	174	Surcharges/Customs	23	16	161
Redirection Dispute	45	9	105	Substantial Delay	22	12	63
Recovered Mail	45	15	892	Discourtesy	19	7	20
Discourtesy	41	6	13	Time Of Delivery	19	2	7
Perceived Delay	39	3	6	Redirection Dispute	16	5	51
Property Damage	32	22	1,820	Recovered Mail	13	3	169
Posting Boxes	30	4	23	P739 Failure	11	2	12
Time Of Delivery	29	5	93	Property Damage	11	5	287
Business Collections	28	3	22	Driving/Accidents	10	4	148
Proof of Delivery Failure	28	15	48	Keepsafe Centre Failure	9	6	54
Driving/Accidents	26	2	572	Posting Boxes	6	1	2
Keepsafe Centre Failure	17	6	47	Customer Service	5	2	11
				International Substantial Delay			
P739 Failure	15	6	626		4	0	0
Other Delivery Failure	11	6	19	Access	3	0	0
Customer Service	9	2	23	Proof of Delivery Failure	3	1	2
International Substantial Delay				Disputed Ownership Of Packets			
	7	0	0		2	1	58
Office Closure	5	0	0	Other Delivery Failure	2	1	3
Quality Of Service	4	3	10	Business Collections	1	0	0
Disputed Ownership Of Packets							
	3	1	250	Delay in Return to Sender	1	0	0
Industrial Action	2	1	3	Delivery USO Failure	1	0	0
				International Advice of Delivery Failure			
Delay in Return to Sender	1	1	2		1	0	0
Delivery USO Failure	1	0	0	Office Closure	1	0	0
Fraudulent Redirections	1	0	0	Quality Of Service	1	0	0
Postmark Errors	1	0	0				

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KA	No. of Complaints	Number Paid	Recompense	KT	No. of Complaints	Number Paid	Recompense
Loss	2,546	1,740	63,016	Loss	4,568	3,193	70,657
Delay	937	452	3,844	Redirection Failure	1,807	1,188	5,980
Redirection Failure	757	506	2,355	Mis-Delivery	1,569	585	1,720
Mis-Delivery	720	254	705	Delivery Procedures	1,088	317	1,078
Delivery Procedures	425	105	374	Delay	998	575	3,916
Other	327	97	737	Other	827	236	8,468
Damage	268	172	4,774	Damage	505	299	9,580
Delivery Frequency	170	18	49	Redirection Centre Failure	287	37	483
Redirection Centre Failure	105	23	143	Delivery Frequency	222	26	80
Keepsafe Failure	83	67	445	RM Policy	144	55	411
Unconfirmed Delay/Loss	80	15	143	Part Loss	126	72	1,389
Time Of Delivery	73	2	5	Keepsafe Failure	123	100	731
Part Loss	72	37	614	Recovered Mail	104	33	1,212
RM Policy	60	22	111	Unconfirmed Delay/Loss	102	31	343
Incorrect Return To Sender	49	16	44	Incorrect Return To Sender	93	42	168
Proof of Delivery Failure	33	15	45	Proof of Delivery Failure	57	35	115
Discourtesy	32	5	206	Redirection Dispute	57	10	34
Perceived Delay	31	3	10	Surcharges/Customs	56	33	1,138
Recovered Mail	29	9	1,012	Time Of Delivery	52	5	18
Redirection Dispute	28	4	13	Substantial Delay	48	33	235
Business Collections	27	4	21	Business Collections	42	10	75
Substantial Delay	25	15	116	Discourtesy	38	5	10
Property Damage	18	9	356	Property Damage	33	15	985
				International Substantial Delay			
Surcharges/Customs	15	7	36		25	1	120
Keepsafe Centre Failure	14	8	35	P739 Failure	24	7	28
Driving/Accidents	10	0	0	Keepsafe Centre Failure	22	6	31
P739 Failure	10	3	14	Perceived Delay	21	3	10
Posting Boxes	6	1	3	Driving/Accidents	20	5	1,370
International Substantial Delay							
	5	0	0	Posting Boxes	17	1	8
Other Delivery Failure	4	3	27	Other Delivery Failure	9	1	10
Access	3	1	20	Customer Service	8	1	25
Customer Service	3	0	0	Postmark Errors	8	0	0
Appearance	1	0	0	Fraudulent Redirections	7	0	0
Delay in Return to Sender	1	1	2	Quality Of Service	3	1	10
Disability Discrimination Act	1	0	0	Delay in Return to Sender	2	1	3
Disputed Ownership Of Packets				Disputed Ownership Of Packets			
	1	1	7		2	1	3
				Access	1	0	0
				Appearance	1	0	0
				Delivery USO Failure	1	0	0
				Industrial Action	1	1	3
				International Loss	1	0	0

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KW	No. of Complaints	Number Paid	Recompense	KY	No. of Complaints	Number Paid	Recompense
Loss	365	251	10,187	Loss	2,667	1,675	64,021
Delay	159	67	625	Delay	859	462	3,978
Damage	60	40	1,471	Mis-Delivery	581	225	595
Redirection Failure	42	25	87	Redirection Failure	570	382	1,626
Mis-Delivery	20	9	32	Damage	315	214	6,034
Other	20	4	10	Other	283	79	912
Redirection Centre Failure	16	3	28	Delivery Procedures	247	71	489
Unconfirmed Delay/Loss	15	2	10	Delivery Frequency	112	13	35
Part Loss	13	7	78	Redirection Centre Failure	90	14	147
RM Policy	10	6	95	Unconfirmed Delay/Loss	83	11	285
Delivery Procedures	6	1	2	Incorrect Return To Sender	74	36	114
Incorrect Return To Sender	6	3	12	RM Policy	70	22	164
Perceived Delay	5	2	7	Part Loss	59	38	1,999
Surcharges/Customs	5	4	13	Time Of Delivery	51	2	5
Driving/Accidents	3	1	40	Keepsafe Failure	37	30	236
Keepsafe Centre Failure	3	2	14	Proof of Delivery Failure	30	12	35
Keepsafe Failure	3	3	19	Discourtesy	29	5	12
Redirection Dispute	3	0	0	Property Damage	27	16	518
Recovered Mail	3	0	0	Surcharges/Customs	25	19	112
Property Damage	2	1	48	Recovered Mail	23	7	71
Substantial Delay	2	2	23	Perceived Delay	21	3	12
Delivery Frequency	1	0	0	Substantial Delay	21	13	74
Discourtesy	1	0	0	Business Collections	15	1	12
Other Delivery Failure	1	0	0	Posting Boxes	15	1	3
Postmark Errors	1	0	0	Redirection Dispute	15	4	17
				P739 Failure	12	8	37
				Keepsafe Centre Failure	11	4	37
				Access	5	2	55
				International Substantial Delay	4	0	0
				Driving/Accidents	3	0	0
				Other Delivery Failure	3	3	12
				Customer Service	2	0	0
				Appearance	1	0	0
				Disputed Ownership Of Packets	1	0	0
				Quality Of Service	1	1	22

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L	No. of Complaints	Number Paid	Recompense	LA	No. of Complaints	Number Paid	Recompense
Loss	10,596	7,454	134,783	Loss	2,317	1,595	41,114
Delay	2,322	1,173	7,691	Delay	807	389	2,780
Mis-Delivery	1,988	729	4,402	Mis-Delivery	761	293	812
Redirection Failure	1,708	1,194	6,280	Redirection Failure	608	415	1,864
Other	1,369	456	3,496	Other	379	105	1,080
Delivery Procedures	1,174	329	1,476	Delivery Procedures	315	85	319
Damage	670	443	10,850	Damage	294	194	7,083
Delivery Frequency	637	92	281	Redirection Centre Failure	112	20	388
Part Loss	244	140	3,224	Delivery Frequency	104	21	60
Unconfirmed Delay/Loss	211	49	1,014	Part Loss	92	55	548
Incorrect Return To Sender	174	70	263	Keepsafe Failure	86	72	506
RM Policy	171	64	760	RM Policy	57	21	449
Proof of Delivery Failure	167	92	358	Unconfirmed Delay/Loss	51	12	349
Recovered Mail	157	54	4,963	Incorrect Return To Sender	46	14	46
Redirection Centre Failure	133	24	295	Time Of Delivery	42	0	0
Keepsafe Failure	120	103	697	Recovered Mail	34	17	15,494
Time Of Delivery	109	6	77	Property Damage	33	13	1,211
Substantial Delay	107	72	500	Surcharges/Customs	27	7	22
P739 Failure	79	31	154	Perceived Delay	24	1	10
Discourtesy	66	11	66	Discourtesy	22	5	20
Perceived Delay	62	6	16	Substantial Delay	22	19	144
Redirection Dispute	51	9	33	Redirection Dispute	20	4	13
Business Collections	43	8	61	Proof of Delivery Failure	19	8	24
Property Damage	38	23	1,100	Business Collections	17	6	37
Surcharges/Customs	32	14	50	Driving/Accidents	15	3	297
				International Substantial Delay			
Posting Boxes	29	3	10		12	0	0
Other Delivery Failure	25	12	45	Keepsafe Centre Failure	10	2	11
International Substantial Delay							
	22	0	0	Posting Boxes	8	1	2
Keepsafe Centre Failure	19	9	42	Other Delivery Failure	5	1	2
Customer Service	13	4	122	P739 Failure	4	0	0
Driving/Accidents	9	0	0	Postmark Errors	4	0	0
Disputed Ownership Of Packets							
	8	2	4,866	Customer Service	2	0	0
Appearance	7	3	10	Delay in Return to Sender	1	0	0
Access	6	1	3	Fraudulent Redirections	1	0	0
Delay in Return to Sender	6	0	0	Office Closure	1	0	0
Fraudulent Redirections	4	0	0	Quality Of Service	1	0	0
Quality Of Service	4	2	5				
Postal Address/Postcodes	3	1	90				
Delivery USO Failure	2	0	0				
Office Closure	2	0	0				
International Advice of Delivery Failure							
	1	0	0				

Annex B

LD	No. of Complaints	Number Paid	Recompense	LE	No. of Complaints	Number Paid	Recompense
Loss	338	253	4,476	Loss	7,262	5,050	114,634
Delay	73	44	235	Mis-Delivery	2,255	831	2,262
Damage	49	31	1,470	Delay	1,679	938	6,736
Other	39	11	61	Redirection Failure	1,574	1,030	4,655
Redirection Failure	38	26	99	Other	1,263	389	2,478
Mis-Delivery	27	6	15	Delivery Procedures	1,179	352	1,305
Delivery Procedures	20	3	63	Damage	883	577	15,605
RM Policy	13	6	16	Delivery Frequency	490	61	191
Part Loss	11	5	81	Part Loss	280	161	3,365
Redirection Centre Failure	10	7	55	Redirection Centre Failure	228	46	524
Unconfirmed Delay/Loss	9	2	11	Unconfirmed Delay/Loss	190	54	510
Keepsafe Failure	8	7	42	Keepsafe Failure	175	144	966
Surcharges/Customs	5	4	12	RM Policy	168	66	347
Perceived Delay	4	0	0	Incorrect Return To Sender	152	70	249
Substantial Delay	4	4	33	Time Of Delivery	138	11	61
Recovered Mail	4	2	5	Discourtesy	101	16	59
Incorrect Return To Sender	3	1	3	Recovered Mail	99	36	1,999
Delivery Frequency	2	1	3	Proof of Delivery Failure	81	41	389
Keepsafe Centre Failure	2	1	2	Surcharges/Customs	78	44	213
Proof of Delivery Failure	2	2	6	Substantial Delay	74	52	435
Property Damage	2	2	80	Business Collections	63	12	152
Redirection Dispute	2	0	0	Redirection Dispute	60	14	42
Customer Service	1	0	0	Perceived Delay	59	8	83
Delay in Return to Sender	1	1	11	Property Damage	58	29	1,150
Driving/Accidents	1	0	0	Driving/Accidents	36	3	239
Other Delivery Failure	1	0	0	Posting Boxes	36	4	23
Posting Boxes	1	0	0	Keepsafe Centre Failure	34	10	56
				P739 Failure	31	15	51
				International Substantial Delay	26	0	0
				Other Delivery Failure	17	4	17
				Quality Of Service	11	4	12
				Access	9	0	0
				Customer Service	7	1	15
				Disputed Ownership Of Packets	7	2	143
				Fraudulent Redirections	4	1	14
				Office Closure	3	0	0
				Delay in Return to Sender	2	0	0
				Delivery USO Failure	2	2	18
				Postmark Errors	2	0	0
				Appearance	1	0	0
				International Loss	1	0	0
				Postal Address/Postcodes	1	0	0

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LL	No. of Complaints	Number Paid	Recompense	LN	No. of Complaints	Number Paid	Recompense
Loss	3,225	2,245	40,556	Loss	1,992	1,382	41,977
Delay	1,514	597	5,384	Redirection Failure	658	464	2,080
Mis-Delivery	1,085	460	1,162	Delay	620	343	3,037
Redirection Failure	707	470	2,199	Mis-Delivery	613	229	652
Damage	509	362	10,441	Damage	307	210	5,769
Other	487	166	1,068	Other	302	98	812
Delivery Procedures	368	107	481	Delivery Procedures	298	89	464
Part Loss	162	96	1,303	Part Loss	97	60	404
Redirection Centre Failure	111	17	208	Delivery Frequency	73	10	25
Unconfirmed Delay/Loss	108	31	265	Redirection Centre Failure	73	11	114
Delivery Frequency	101	15	64	RM Policy	55	17	120
RM Policy	79	25	158	Unconfirmed Delay/Loss	51	13	96
Keepsafe Failure	72	59	396	Incorrect Return To Sender	44	15	59
Recovered Mail	55	25	3,750	Surcharges/Customs	42	29	276
Incorrect Return To Sender	50	18	74	Time Of Delivery	42	3	36
Perceived Delay	49	5	17	Keepsafe Failure	35	28	192
Substantial Delay	47	39	283	Recovered Mail	27	8	4,426
Time Of Delivery	45	4	17	Property Damage	21	8	2,032
Surcharges/Customs	37	27	126	Discourtesy	20	3	22
Property Damage	35	21	792	Redirection Dispute	18	4	41
Redirection Dispute	30	9	27	Substantial Delay	17	12	88
Discourtesy	29	5	17	P739 Failure	16	4	19
Proof of Delivery Failure	25	16	48	Perceived Delay	14	0	0
Driving/Accidents	24	2	37	Proof of Delivery Failure	12	6	18
Posting Boxes	22	2	103	Posting Boxes	11	3	58
Keepsafe Centre Failure	16	4	31	Keepsafe Centre Failure	10	1	8
Business Collections	13	3	59	Business Collections	7	3	14
International Substantial Delay	13	0	0	Driving/Accidents	6	2	5
Other Delivery Failure	11	7	24	International Substantial Delay	6	0	0
P739 Failure	11	6	45	Customer Service	5	2	10
Delay in Return to Sender	5	2	7	Other Delivery Failure	3	1	3
Customer Service	4	1	2	Quality Of Service	3	1	3
Access	2	1	9	Access	1	0	0
Disputed Ownership Of Packets	2	1	58	Appearance	1	0	0
International Loss	1	0	0	Disputed Ownership Of Packets	1	0	0
Office Closure	1	0	0	Fraudulent Redirections	1	0	0
Postmark Errors	1	0	0	International Loss	1	0	0

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LS	No. of Complaints	Number Paid	Recompense	LU	No. of Complaints	Number Paid	Recompense
Loss	8,291	5,775	122,561	Loss	2,700	1,931	40,203
Mis-Delivery	3,073	1,160	3,418	Mis-Delivery	847	327	981
Redirection Failure	1,818	1,222	6,029	Redirection Failure	840	554	2,811
Delay	1,703	848	7,525	Delay	571	308	1,802
Other	1,479	463	3,194	Other	500	167	958
Delivery Procedures	1,299	340	1,306	Delivery Procedures	413	151	721
Damage	710	477	17,367	Damage	250	162	5,389
Delivery Frequency	380	40	126	Delivery Frequency	191	24	67
Recovered Mail	238	68	30,929	Redirection Centre Failure	88	11	96
RM Policy	232	84	477	Part Loss	77	49	578
Redirection Centre Failure	231	33	227	Recovered Mail	62	8	268
Unconfirmed Delay/Loss	209	64	954	Unconfirmed Delay/Loss	62	22	213
Part Loss	185	99	5,220	RM Policy	50	16	106
Incorrect Return To Sender	173	67	445	Keepsafe Failure	39	26	197
Time Of Delivery	172	12	73	Redirection Dispute	38	11	56
				International Substantial Delay	35	0	0
Keepsafe Failure	138	120	888	Incorrect Return To Sender	33	13	48
Business Collections	94	17	139	Discourtesy	30	4	32
Discourtesy	79	13	16	Surcharges/Customs	29	20	64
Substantial Delay	76	53	461	Business Collections	23	2	6
Perceived Delay	65	8	52	Substantial Delay	22	12	87
Surcharges/Customs	65	40	253	Time Of Delivery	18	0	0
Redirection Dispute	62	17	65	Perceived Delay	17	0	0
P739 Failure	61	23	161	Property Damage	17	7	798
Property Damage	53	33	2,279	P739 Failure	12	2	6
Proof of Delivery Failure	52	23	99				
International Substantial Delay	35	0	0	Proof of Delivery Failure	12	5	13
Posting Boxes	27	4	66	Keepsafe Centre Failure	9	4	39
Other Delivery Failure	26	3	7	Posting Boxes	9	0	0
Keepsafe Centre Failure	22	1	5	Driving/Accidents	7	1	2
Driving/Accidents	19	1	3	Other Delivery Failure	6	1	9
Customer Service	8	3	10	Customer Service	5	2	83
				Disputed Ownership Of Packets	3	0	0
Access	6	2	9	Delay in Return to Sender	2	1	3
Delay in Return to Sender	5	2	7				
Disputed Ownership Of Packets	4	1	104	Fraudulent Redirections	2	0	0
Fraudulent Redirections	4	2	131	Postmark Errors	2	0	0
Appearance	3	2	5	Quality Of Service	2	2	5
Quality Of Service	2	1	3	Access	1	0	0
Collection USO Failure	1	0	0	Industrial Action	1	0	0
Disability Discrimination Act	1	1	3				
International Advice of Delivery Failure	1	0	0				
Postmark Errors	1	0	0				

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M	No. of Complaints	Number Paid	Recompense	ME	No. of Complaints	Number Paid	Recompense
Loss	12,681	8,543	270,174	Loss	5,370	3,743	87,804
Mis-Delivery	3,270	1,242	4,607	Mis-Delivery	2,495	1,010	2,957
Redirection Failure	2,922	1,941	10,709	Redirection Failure	1,619	1,102	5,155
Delay	2,441	1,286	18,441	Delay	1,361	712	5,578
Other	1,829	584	19,992	Other	977	308	1,999
Delivery Procedures	1,647	455	2,444	Delivery Procedures	959	277	1,037
Damage	1,007	585	16,140	Damage	539	366	8,261
Delivery Frequency	736	97	327	Delivery Frequency	353	40	125
Unconfirmed Delay/Loss	337	71	5,443	RM Policy	167	60	412
RM Policy	309	116	1,170	Redirection Centre Failure	164	30	244
Part Loss	289	162	5,936	Part Loss	155	81	1,667
Redirection Centre Failure	261	37	298	Unconfirmed Delay/Loss	142	32	2,560
Incorrect Return To Sender	258	111	416	Keepsafe Failure	138	113	828
Recovered Mail	230	55	4,986	Incorrect Return To Sender	121	53	178
Keepsafe Failure	223	183	1,301	Recovered Mail	93	18	1,521
Business Collections	144	24	175	Time Of Delivery	90	7	41
Time Of Delivery	139	15	85	Business Collections	87	11	100
Discourtesy	107	22	72	Surcharges/Customs	72	33	409
Proof of Delivery Failure	98	42	143	Redirection Dispute	66	17	131
Substantial Delay	79	52	2,835	Discourtesy	59	13	35
Perceived Delay	76	10	110	Perceived Delay	49	8	34
P739 Failure	71	32	123	Substantial Delay	48	35	231
Redirection Dispute	69	22	77	P739 Failure	42	18	58
Surcharges/Customs	60	36	412	Property Damage	41	18	1,509
International Substantial Delay	54	0	0	Posting Boxes	33	6	73
Property Damage	54	26	4,208	Driving/Accidents	25	3	10
Posting Boxes	36	8	24	Keepsafe Centre Failure	23	6	46
Keepsafe Centre Failure	35	9	59	Proof of Delivery Failure	23	10	31
Other Delivery Failure	23	14	62	International Substantial Delay	13	0	0
Driving/Accidents	16	3	416	Other Delivery Failure	12	6	44
Customer Service	11	3	10	Delay in Return to Sender	5	0	0
Access	6	0	0	Fraudulent Redirections	4	0	0
Delay in Return to Sender	6	2	10	Postmark Errors	3	0	0
Disputed Ownership Of Packets	6	2	253	Quality Of Service	3	0	0
Fraudulent Redirections	4	0	0	Access	2	0	0
Office Closure	4	1	3	Customer Service	2	0	0
Appearance	3	0	0	Disputed Ownership Of Packets	2	1	125
International Loss	2	1	30	Postal Address/Postcodes	2	0	0
Postmark Errors	2	2	37	Appearance	1	0	0
Collection USO Failure	1	0	0	International Advice of Delivery Failure	1	1	3
Disability Discrimination Act	1	0	0	International Loss	1	0	0
Industrial Action	1	0	0	Office Closure	1	0	0
International Advice of Delivery Failure	1	0	0				
Postal Address/Postcodes	1	0	0				
Quality Of Service	1	1	3				

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MK	No. of Complaints	Number Paid	Recompense	ML	No. of Complaints	Number Paid	Recompense
Loss	4,781	3,314	72,646	Loss	3,008	2,075	70,403
Redirection Failure	1,513	985	4,684	Mis-Delivery	938	351	933
Mis-Delivery	1,200	491	1,324	Delay	803	345	2,313
Delay	1,155	655	5,119	Redirection Failure	782	540	2,699
Other	720	251	2,766	Delivery Procedures	475	141	662
Delivery Procedures	658	206	886	Other	405	131	985
Damage	475	303	10,432	Damage	269	165	5,550
Delivery Frequency	232	31	84	Delivery Frequency	202	34	127
Redirection Centre Failure	169	28	317	Part Loss	89	48	558
RM Policy	158	68	614	Unconfirmed Delay/Loss	88	11	69
Proof of Delivery Failure	133	56	226	Incorrect Return To Sender	73	32	97
Unconfirmed Delay/Loss	128	21	469	Redirection Centre Failure	65	11	73
Part Loss	126	69	1,520	RM Policy	61	20	118
Incorrect Return To Sender	104	49	221	Keepsafe Failure	58	49	323
Recovered Mail	82	19	553	Recovered Mail	52	14	101
Keepsafe Failure	74	61	455	Time Of Delivery	35	2	13
Time Of Delivery	65	6	34	Property Damage	30	15	1,260
Redirection Dispute	64	15	152	Proof of Delivery Failure	27	14	308
Substantial Delay	55	34	258	Redirection Dispute	27	12	130
Business Collections	47	9	85	Business Collections	26	3	14
Surcharges/Customs	47	28	106	Perceived Delay	25	4	39
Discourtesy	40	5	13	Substantial Delay	25	18	178
Perceived Delay	25	1	7	Discourtesy	24	1	2
Property Damage	24	10	426	P739 Failure	21	8	30
P739 Failure	22	9	54	Surcharges/Customs	15	7	25
International Substantial Delay							
	21	0	0	Posting Boxes	12	1	3
Posting Boxes	21	3	121	Driving/Accidents	11	0	0
Driving/Accidents	19	2	7	Other Delivery Failure	7	2	5
Other Delivery Failure	19	10	49	Keepsafe Centre Failure	5	2	11
Keepsafe Centre Failure	13	4	20	Delay in Return to Sender	4	1	3
				International Substantial Delay			
Postmark Errors	7	0	0		4	0	0
Office Closure	5	0	0	Customer Service	3	1	28
				Disputed Ownership Of Packets			
Customer Service	3	0	0		3	0	0
Access	2	1	3	Office Closure	3	0	0
Appearance	2	0	0	Quality Of Service	3	1	3
Fraudulent Redirections	2	0	0	Access	2	0	0
Quality Of Service	2	2	31	Delivery USO Failure	1	0	0
Disputed Ownership Of Packets							
	1	0	0	Disability Discrimination Act	1	0	0
International Advice of Delivery Failure							
	1	1	3				

Annex B

N	No. of Complaints	Number Paid	Recompense	NE	No. of Complaints	Number Paid	Recompense
Loss	10,088	6,464	191,987	Loss	9,681	6,481	122,709
Mis-Delivery	4,102	1,461	4,069	Delay	3,394	1,564	30,448
Redirection Failure	4,086	2,736	14,688	Mis-Delivery	3,097	1,207	3,384
Delivery Procedures	2,166	510	1,982	Redirection Failure	2,320	1,547	7,695
Other	2,017	517	3,318	Other	1,585	426	4,517
Delay	1,951	1,115	10,485	Delivery Procedures	1,301	378	1,556
Delivery Frequency	954	91	364	Damage	945	628	18,383
Damage	593	347	9,223	Delivery Frequency	500	72	227
Redirection Centre Failure	411	76	708	Unconfirmed Delay/Loss	285	72	711
RM Policy	329	96	913	Redirection Centre Failure	249	54	581
Recovered Mail	287	64	46,200	Part Loss	245	142	3,907
Unconfirmed Delay/Loss	242	50	1,244	RM Policy	225	75	366
Incorrect Return To Sender	216	84	464	Time Of Delivery	223	13	54
Part Loss	199	94	2,522	Keepsafe Failure	182	144	1,071
Time Of Delivery	164	12	81	Incorrect Return To Sender	154	54	159
Keepsafe Failure	156	125	994	Surcharges/Customs	117	78	325
International Substantial Delay	136	1	34	Recovered Mail	116	37	5,050
Discourtesy	127	18	70	Perceived Delay	105	9	76
Redirection Dispute	122	22	82	Substantial Delay	101	71	536
P739 Failure	107	36	385	Discourtesy	89	9	53
Substantial Delay	102	61	489	Redirection Dispute	85	23	142
Proof of Delivery Failure	82	35	110	Property Damage	81	40	1,631
Business Collections	63	11	78	P739 Failure	77	32	264
Surcharges/Customs	57	32	100	Proof of Delivery Failure	71	46	143
Perceived Delay	54	5	65	Business Collections	70	11	156
Posting Boxes	39	5	141	Keepsafe Centre Failure	37	11	62
Property Damage	34	19	523	Posting Boxes	35	4	36
Other Delivery Failure	24	11	65	Other Delivery Failure	30	10	52
Keepsafe Centre Failure	22	6	44	Driving/Accidents	22	2	5
Customer Service	17	3	37	International Substantial Delay	22	0	0
Driving/Accidents	14	3	350	Delay in Return to Sender	12	2	11
Delay in Return to Sender	10	4	107	Customer Service	11	2	190
Access	7	0	0	Disputed Ownership Of Packets	8	1	103
Disputed Ownership Of Packets	7	1	250	Appearance	5	1	10
Fraudulent Redirections	7	0	0	Access	4	1	5
Quality Of Service	6	3	10	Office Closure	4	1	2
Industrial Action	3	0	0	Quality Of Service	4	0	0
Office Closure	3	1	3	Fraudulent Redirections	3	1	3
Appearance	2	0	0	Delivery USO Failure	1	0	0
Delivery USO Failure	2	0	0	Industrial Action	1	0	0
International Advice of Delivery Failure	2	1	10				
Postmark Errors	2	0	0				
Postal Address/Postcodes	1	0	0				

Annex B

NG	No. of Complaints	Number Paid	Recompense	NN	No. of Complaints	Number Paid	Recompense
Loss	9,274	6,496	172,666	Loss	7,493	5,211	122,952
Mis-Delivery	3,667	1,267	3,528	Mis-Delivery	2,150	801	2,365
Redirection Failure	2,566	1,695	8,443	Delay	1,774	999	9,108
Delay	2,116	1,185	8,482	Redirection Failure	1,706	1,136	5,441
Delivery Procedures	1,894	520	2,402	Delivery Procedures	1,183	368	1,534
Other	1,777	587	9,684	Other	1,125	378	3,932
Damage	1,023	645	18,768	Damage	651	394	10,161
Delivery Frequency	672	77	220	Delivery Frequency	453	69	201
Keepsafe Failure	285	242	1,767	Redirection Centre Failure	206	30	275
Part Loss	280	159	3,959	Part Loss	203	107	6,498
RM Policy	267	84	443	Unconfirmed Delay/Loss	178	43	673
Unconfirmed Delay/Loss	254	61	1,086	RM Policy	167	75	478
Redirection Centre Failure	246	44	281	Business Collections	139	36	265
Incorrect Return To Sender	194	94	409	Recovered Mail	123	29	1,761
Time Of Delivery	158	14	82	Incorrect Return To Sender	108	53	220
Business Collections	154	34	290	Substantial Delay	97	67	744
Recovered Mail	152	44	4,949	Proof of Delivery Failure	92	41	232
Proof of Delivery Failure	139	65	312	Time Of Delivery	92	7	72
Discourtesy	133	31	161	Keepsafe Failure	91	72	502
Surcharges/Customs	119	60	213	Redirection Dispute	71	21	114
Substantial Delay	106	74	1,459	Discourtesy	57	16	87
Property Damage	91	43	3,415	Surcharges/Customs	51	35	141
Redirection Dispute	88	20	93	Property Damage	44	17	695
P739 Failure	71	26	177	Perceived Delay	43	3	26
Perceived Delay	60	8	56	Driving/Accidents	36	7	414
				International Substantial Delay	27	0	0
Posting Boxes	49	8	77	Other Delivery Failure	26	18	80
Keepsafe Centre Failure	38	8	50	P739 Failure	22	4	33
Driving/Accidents	27	3	8	Posting Boxes	20	0	0
Other Delivery Failure	26	11	39				
International Substantial Delay	22	1	28	Keepsafe Centre Failure	18	6	30
Customer Service	12	2	60	Customer Service	10	5	89
Access	8	0	0	Access	7	1	2
Disputed Ownership Of Packets	6	0	0	Disputed Ownership Of Packets	6	2	8
Fraudulent Redirections	6	0	0	Appearance	4	1	3
Office Closure	6	3	8	Delay in Return to Sender	4	1	3
Quality Of Service	6	1	3	Quality Of Service	4	3	10
Delay in Return to Sender	5	1	3	Fraudulent Redirections	3	0	0
Postmark Errors	5	1	12	International Loss	2	0	0
Appearance	2	0	0	Delivery USO Failure	1	1	10
Delivery USO Failure	2	0	0	Industrial Action	1	0	0
International Advice of Delivery Failure	2	1	3	International Advice of Delivery Failure	1	0	0
Disability Discrimination Act	1	0	0				
International Loss	1	0	0				

Annex B

NP	No. of Complaints	Number Paid	Recompense	NR	No. of Complaints	Number Paid	Recompense
Loss	3,689	2,619	48,080	Loss	6,262	4,506	80,422
Mis-Delivery	1,208	541	1,625	Delay	1,971	1,218	9,015
Delay	771	405	2,800	Redirection Failure	1,752	1,149	5,322
Redirection Failure	751	505	2,449	Mis-Delivery	1,688	635	1,778
Other	578	212	1,624	Other	1,001	284	1,841
Delivery Procedures	418	129	534	Delivery Procedures	873	240	1,215
Damage	401	260	5,799	Damage	694	460	11,736
Delivery Frequency	200	37	119	Delivery Frequency	506	70	216
Part Loss	136	77	1,839	Part Loss	194	101	4,469
Unconfirmed Delay/Loss	118	22	561	Redirection Centre Failure	187	39	361
RM Policy	89	37	236	RM Policy	160	68	393
Redirection Centre Failure	82	12	75	Unconfirmed Delay/Loss	159	28	270
Incorrect Return To Sender	71	36	143	Keepsafe Failure	117	99	688
Recovered Mail	63	20	322	Time Of Delivery	109	8	24
Keepsafe Failure	58	51	311	Incorrect Return To Sender	108	43	151
Time Of Delivery	45	3	8	Surcharges/Customs	96	60	208
Surcharges/Customs	37	21	199	Perceived Delay	67	8	25
Perceived Delay	35	1	3	Redirection Dispute	67	24	158
Substantial Delay	35	30	188	Discourtesy	65	15	55
Property Damage	34	16	548	Substantial Delay	63	50	457
Discourtesy	27	7	22	Proof of Delivery Failure	62	35	151
Business Collections	26	6	41	Recovered Mail	57	17	196
Redirection Dispute	21	9	55	Property Damage	54	28	1,952
Proof of Delivery Failure	19	8	33	Business Collections	32	11	134
				International Substantial Delay	28	2	51
Driving/Accidents	14	3	559	Posting Boxes	28	2	105
Posting Boxes	9	2	45	Driving/Accidents	25	4	38
P739 Failure	8	4	13	P739 Failure	24	7	25
Other Delivery Failure	6	5	17	Keepsafe Centre Failure	22	3	21
Customer Service	5	1	16	Other Delivery Failure	19	9	36
Access	4	1	52	Postmark Errors	13	0	0
Delay in Return to Sender	4	1	3	Customer Service	10	0	0
Keepsafe Centre Failure	4	2	27				
International Substantial Delay	3	1	20	Access	6	0	0
				Disputed Ownership Of Packets	6	1	10
Postmark Errors	3	0	0	Appearance	3	0	0
Appearance	1	1	3	Fraudulent Redirections	3	0	0
Industrial Action	1	0	0	Office Closure	2	0	0
International Loss	1	1	50	Quality Of Service	2	1	3
Office Closure	1	0	0	Delay in Return to Sender	1	0	0
Quality Of Service	1	0	0	Delivery USO Failure	1	0	0
				Postal Address/Postcodes	1	0	0

Annex B

NW	No. of Complaints	Number Paid	Recompense	OL	No. of Complaints	Number Paid	Recompense
Loss	8,352	5,459	219,813	Loss	3,981	2,769	111,703
Redirection Failure	3,726	2,420	13,246	Mis-Delivery	2,093	794	2,183
Mis-Delivery	3,054	1,137	4,351	Delay	1,133	450	2,980
Other	1,921	513	30,540	Redirection Failure	1,026	706	3,475
Delay	1,811	963	26,507	Other	933	258	1,480
Delivery Procedures	1,750	447	1,631	Delivery Procedures	683	212	860
Delivery Frequency	1,041	135	414	Delivery Frequency	605	90	245
Damage	411	230	9,408	Damage	333	228	5,131
Redirection Centre Failure	354	50	736	Keepsafe Failure	121	110	777
RM Policy	271	73	541	RM Policy	108	42	199
Unconfirmed Delay/Loss	217	56	6,308	Unconfirmed Delay/Loss	104	27	368
Time Of Delivery	205	22	6,182	Recovered Mail	100	29	3,514
Part Loss	196	98	6,081	Time Of Delivery	89	5	17
Recovered Mail	188	50	2,920	Part Loss	87	54	929
Incorrect Return To Sender	185	78	305	Proof of Delivery Failure	84	33	96
Business Collections	130	23	464	Redirection Centre Failure	75	15	77
International Substantial Delay	127	0	0	Incorrect Return To Sender	74	29	85
Keepsafe Failure	127	94	766	Substantial Delay	50	33	258
Proof of Delivery Failure	116	53	216	Discourtesy	46	8	34
Redirection Dispute	103	25	167	Redirection Dispute	32	14	44
Substantial Delay	73	44	454	P739 Failure	31	10	53
Discourtesy	69	5	15	Perceived Delay	30	4	38
P739 Failure	59	19	70	Business Collections	28	4	16
Surcharges/Customs	54	33	117	Property Damage	27	13	468
Perceived Delay	49	7	32	Surcharges/Customs	23	16	71
Posting Boxes	36	3	93	Other Delivery Failure	17	6	24
Keepsafe Centre Failure	23	6	47	Posting Boxes	13	2	22
Customer Service	17	5	58	Keepsafe Centre Failure	10	2	16
Other Delivery Failure	17	9	30	Customer Service	7	0	0
Driving/Accidents	14	2	3	International Substantial Delay	6	0	0
Fraudulent Redirections	12	1	2	Driving/Accidents	5	1	2
Access	7	1	3	Delay in Return to Sender	3	1	2
Quality Of Service	7	5	13	Industrial Action	2	0	0
Delay in Return to Sender	6	1	3	Access	1	0	0
Disputed Ownership Of Packets	6	1	305	Appearance	1	0	0
Property Damage	6	4	440	Delivery USO Failure	1	0	0
Appearance	4	1	3	Disability Discrimination Act	1	1	3
Delivery USO Failure	3	0	0	Fraudulent Redirections	1	0	0
International Loss	3	0	0	International Advice of Delivery Failure	1	1	10
Office Closure	2	1	2	International Loss	1	0	0
Industrial Action	1	0	0				
International Advice of Delivery Failure	1	0	0				
Postmark Errors	1	0	0				

Annex B

OX	No. of Complaints	Number Paid	Recompense	PA	No. of Complaints	Number Paid	Recompense
Loss	6,037	4,191	122,682	Loss	2,976	2,063	56,240
Delay	3,207	2,131	15,865	Delay	838	377	2,569
Redirection Failure	2,267	1,491	8,254	Redirection Failure	790	536	2,512
Mis-Delivery	2,053	846	2,530	Mis-Delivery	744	256	707
Other	1,299	405	6,130	Other	428	128	557
Delivery Procedures	1,066	357	1,487	Delivery Procedures	425	117	537
Damage	621	393	15,082	Damage	244	162	3,493
Delivery Frequency	570	72	236	Delivery Frequency	171	27	85
Redirection Centre Failure	293	62	535	Unconfirmed Delay/Loss	119	26	252
Substantial Delay	255	212	1,792	Redirection Centre Failure	84	17	166
Part Loss	214	127	3,341	Part Loss	80	49	1,078
RM Policy	192	59	513	Incorrect Return To Sender	79	23	76
Recovered Mail	169	36	224	RM Policy	65	25	2,086
Unconfirmed Delay/Loss	163	41	650	Time Of Delivery	58	2	7
Keepsafe Failure	118	99	693	Keepsafe Failure	46	38	272
Time Of Delivery	106	17	127	Recovered Mail	36	14	102
Business Collections	94	22	249	Proof of Delivery Failure	31	17	58
Incorrect Return To Sender	87	46	177	Discourtesy	29	3	7
Industrial Action	87	29	177	Substantial Delay	29	19	142
Proof of Delivery Failure	84	35	105	Perceived Delay	26	5	38
Redirection Dispute	82	22	201	P739 Failure	25	10	29
Surcharges/Customs	70	47	237	Surcharges/Customs	22	14	54
Perceived Delay	68	8	35	Property Damage	21	6	163
Discourtesy	53	11	81	Redirection Dispute	15	3	37
Property Damage	46	28	1,087	Other Delivery Failure	9	5	10
International Substantial Delay							
Driving/Accidents	27	3	8	Business Collections	8	1	6
P739 Failure	26	13	71	Keepsafe Centre Failure	8	2	9
Posting Boxes	21	0	0	Customer Service	7	3	12
				Posting Boxes	7	1	20
Keepsafe Centre Failure	16	4	22	International Substantial Delay			
Other Delivery Failure	16	5	26	Delay	4	0	0
Customer Service	11	1	20	Access	3	0	0
Disputed Ownership Of Packets				Delay in Return to Sender	3	1	20
Fraudulent Redirections	6	1	64				
				Driving/Accidents	3	1	3
Delay in Return to Sender	5	1	7	Appearance	1	0	0
Delivery USO Failure	4	3	34	Disputed Ownership Of Packets			
				1	0	0	
Quality Of Service	4	1	3	Fraudulent Redirections	1	0	0
Postmark Errors	3	1	6				
Access	2	0	0	International Advice of Delivery Failure			
Appearance	2	0	0	1	0	0	
International Loss	2	1	19	Quality Of Service	1	0	0
Office Closure	2	0	0				
International Advice of Delivery Failure							
	1	0	0				

Annex B

PE	No. of Complaints	Number Paid	Recompense	PH	No. of Complaints	Number Paid	Recompense
Loss	6,910	4,730	99,610	Loss	974	646	13,501
Mis-Delivery	2,125	743	2,291	Delay	499	276	2,349
Delay	2,106	1,097	8,116	Mis-Delivery	260	117	311
Redirection Failure	1,962	1,308	6,157	Redirection Failure	205	126	605
Other	980	317	2,890	Damage	156	102	7,000
Delivery Procedures	937	283	1,278	Other	152	39	331
Damage	842	531	17,275	Delivery Procedures	114	27	81
Delivery Frequency	439	52	143	Redirection Centre Failure	63	7	38
Redirection Centre Failure	247	36	265	Delivery Frequency	49	10	30
Part Loss	215	116	1,761	Part Loss	46	21	626
RM Policy	182	72	575	Incorrect Return To Sender	39	17	44
Unconfirmed Delay/Loss	173	39	684	Unconfirmed Delay/Loss	36	8	1,504
Surcharges/Customs	168	120	392	RM Policy	26	7	27
Keepsafe Failure	140	113	756	Keepsafe Failure	19	13	129
Incorrect Return To Sender	121	48	153	Perceived Delay	19	0	0
Recovered Mail	109	35	4,179	Substantial Delay	19	11	73
Time Of Delivery	101	7	32	Surcharges/Customs	18	13	75
Perceived Delay	83	5	17	Time Of Delivery	16	3	8
Redirection Dispute	80	17	67	Discourtesy	13	2	3
Property Damage	77	37	2,994	Property Damage	12	4	98
Discourtesy	65	10	38	Recovered Mail	12	5	42
Substantial Delay	65	51	1,316	Driving/Accidents	11	3	8
Driving/Accidents	45	9	829	Redirection Dispute	9	2	7
Proof of Delivery Failure	42	22	70	Keepsafe Centre Failure	6	2	11
Business Collections	34	6	1,328	P739 Failure	4	2	5
International Substantial Delay	23	0	0	Posting Boxes	3	1	3
Posting Boxes	23	5	62	Proof of Delivery Failure	3	1	5
Keepsafe Centre Failure	21	8	54	Customer Service	2	0	0
P739 Failure	18	5	16	International Substantial Delay	2	0	0
Other Delivery Failure	15	8	27	Access	1	0	0
Customer Service	9	3	10	Business Collections	1	1	6
Disputed Ownership Of Packets	5	2	32	Delay in Return to Sender	1	0	0
Industrial Action	4	0	0	Office Closure	1	0	0
Appearance	3	0	0	Quality Of Service	1	0	0
Fraudulent Redirections	3	0	0				
Access	2	0	0				
Delay in Return to Sender	2	1	3				
Postmark Errors	2	1	3				
Quality Of Service	2	1	3				
Delivery USO Failure	1	0	0				
Disability Discrimination Act	1	0	0				
International Advice of Delivery Failure	1	1	3				
Office Closure	1	0	0				

Annex B

PL	No. of Complaints	Number Paid	Recompense	PO	No. of Complaints	Number Paid	Recompense
Loss	3,684	2,617	50,384	Loss	7,740	5,438	96,956
Mis-Delivery	1,456	534	1,722	Mis-Delivery	3,374	1,287	3,388
Redirection Failure	1,009	646	3,083	Redirection Failure	2,553	1,717	8,344
Delay	829	578	3,725	Delay	2,163	1,284	8,721
Other	516	147	1,123	Delivery Procedures	1,484	402	1,475
Damage	505	334	9,292	Other	1,268	430	2,352
Delivery Procedures	503	140	986	Damage	824	558	18,958
Redirection Centre Failure	149	20	201	Delivery Frequency	414	44	152
Part Loss	147	83	2,084	Redirection Centre Failure	278	53	484
RM Policy	113	32	141	RM Policy	242	72	515
Delivery Frequency	111	12	32	Part Loss	234	147	3,522
Surcharges/Customs	109	91	383	Unconfirmed Delay/Loss	202	53	1,124
Unconfirmed Delay/Loss	92	21	182	Keepsafe Failure	180	145	1,108
Incorrect Return To Sender	82	39	128	Incorrect Return To Sender	147	67	370
Keepsafe Failure	71	55	425	Time Of Delivery	137	6	13
Recovered Mail	54	16	342	Surcharges/Customs	97	66	264
Discourtesy	40	3	8	Redirection Dispute	86	21	122
Property Damage	39	19	1,257	Recovered Mail	84	23	1,396
Perceived Delay	34	3	10	Discourtesy	83	21	111
Substantial Delay	34	27	230	Substantial Delay	78	59	604
Redirection Dispute	33	7	31	Business Collections	67	11	112
Time Of Delivery	32	1	11	Perceived Delay	64	7	24
P739 Failure	28	12	65	Property Damage	57	28	1,949
Driving/Accidents	27	3	70	Proof of Delivery Failure	42	17	45
Business Collections	26	8	35	P739 Failure	41	19	72
Keepsafe Centre Failure	18	6	32	Posting Boxes	31	6	33
Posting Boxes	15	0	0	Driving/Accidents	30	2	248
				International Substantial Delay			
Proof of Delivery Failure	8	5	11		23	0	0
Customer Service	7	3	68	Keepsafe Centre Failure	23	7	41
Other Delivery Failure	7	2	5	Other Delivery Failure	19	5	22
International Substantial Delay							
	4	0	0	Customer Service	14	5	66
Access	3	1	2	Quality Of Service	8	4	13
Postmark Errors	3	0	0	Disputed Ownership Of Packets			
Fraudulent Redirections	1	0	0		7	2	75
Office Closure	1	0	0	Access	6	2	7
Quality Of Service	1	0	0	Office Closure	5	1	2
				Appearance	4	1	3
				Fraudulent Redirections	3	0	0
				Delay in Return to Sender	2	1	55
				Postmark Errors	2	1	5
				Collection USO Failure	1	0	0
				International Advice of Delivery Failure			
					1	1	2
				International Loss			
					1	1	3

Annex B

PR	No. of Complaints	Number Paid	Recompense	RG	No. of Complaints	Number Paid	Recompense
Loss	4,395	2,960	64,756	Loss	6,471	4,482	101,585
Mis-Delivery	1,574	607	1,984	Redirection Failure	2,691	1,778	8,804
Delay	1,230	607	5,128	Mis-Delivery	2,396	1,041	3,032
Redirection Failure	1,170	731	3,527	Delay	1,776	1,067	7,842
Other	742	241	2,182	Delivery Procedures	1,371	413	1,847
Delivery Procedures	741	232	997	Other	1,170	412	7,447
Damage	533	353	11,151	Damage	802	533	17,345
Delivery Frequency	227	31	92	Delivery Frequency	334	47	141
Keepsafe Failure	126	102	796	Redirection Centre Failure	315	40	380
Part Loss	123	69	1,132	Part Loss	238	143	2,734
Redirection Centre Failure	120	16	156	RM Policy	208	61	1,192
Unconfirmed Delay/Loss	116	26	416	Incorrect Return To Sender	158	76	309
RM Policy	110	45	53	Unconfirmed Delay/Loss	139	25	760
Incorrect Return To Sender	89	29	86	Keepsafe Failure	135	112	847
Time Of Delivery	85	2	7	Recovered Mail	132	38	6,187
Substantial Delay	63	42	271	Business Collections	127	30	555
Proof of Delivery Failure	62	33	95	Redirection Dispute	105	27	144
Recovered Mail	54	17	95	Surcharges/Customs	87	57	243
Perceived Delay	47	2	7	Time Of Delivery	71	6	41
Redirection Dispute	46	14	58	Substantial Delay	65	46	1,517
Property Damage	45	25	2,055	Perceived Delay	64	8	30
Discourtesy	36	8	24	Proof of Delivery Failure	62	34	112
Surcharges/Customs	30	20	70	Property Damage	58	34	2,793
Business Collections	24	5	36	Posting Boxes	54	4	23
Driving/Accidents	22	2	13	Discourtesy	44	5	19
Keepsafe Centre Failure	20	6	53	Driving/Accidents	41	3	49
				International Substantial Delay			
P739 Failure	17	10	31		39	2	258
International Substantial Delay							
	12	1	3	P739 Failure	34	16	71
Other Delivery Failure	8	1	28	Other Delivery Failure	20	10	36
Customer Service	7	1	3	Keepsafe Centre Failure	14	2	14
Posting Boxes	7	1	2	Customer Service	11	6	74
Fraudulent Redirections	5	0	0	Delay in Return to Sender	7	1	5
				Disputed Ownership Of Packets			
Access	2	0	0		7	2	7
Quality Of Service	2	1	3	Office Closure	6	0	0
Appearance	1	0	0	Quality Of Service	6	4	13
Delay in Return to Sender	1	0	0	Fraudulent Redirections	4	0	0
Disputed Ownership Of Packets							
	1	0	0	International Loss	4	0	0
International Advice of Delivery Failure							
	1	0	0	Access	2	0	0
Postmark Errors	1	0	0	Delivery USO Failure	2	0	0
				Postmark Errors	2	0	0
				Industrial Action	1	0	0

Annex B

RH	No. of Complaints	Number Paid	Recompense	RM	No. of Complaints	Number Paid	Recompense
Loss	4,339	2,991	77,072	Loss	5,393	3,835	71,854
Redirection Failure	1,598	1,019	4,881	Redirection Failure	1,678	1,131	5,168
Mis-Delivery	1,237	414	1,085	Mis-Delivery	1,332	452	1,141
Delay	1,071	626	6,996	Delay	1,032	579	9,936
Other	624	211	1,571	Delivery Procedures	996	274	942
Delivery Procedures	615	197	771	Other	866	278	4,435
Damage	537	347	12,465	Delivery Frequency	452	69	228
Redirection Centre Failure	239	44	373	Damage	380	260	10,123
Part Loss	183	109	1,704	Redirection Centre Failure	136	22	194
Delivery Frequency	159	21	57	Unconfirmed Delay/Loss	128	29	1,369
RM Policy	142	47	284	Recovered Mail	125	30	1,102
Keepsafe Failure	128	105	669	Part Loss	112	58	798
Unconfirmed Delay/Loss	106	26	3,787	RM Policy	102	33	198
Recovered Mail	88	27	588	Keepsafe Failure	79	61	387
Redirection Dispute	76	17	67	Incorrect Return To Sender	56	29	113
Time Of Delivery	76	3	34	Time Of Delivery	52	5	39
Surcharges/Customs	65	44	188	Proof of Delivery Failure	49	30	55
Incorrect Return To Sender	62	31	114	Redirection Dispute	46	12	46
Substantial Delay	59	37	422	Substantial Delay	41	22	157
Property Damage	41	21	1,344	Surcharges/Customs	40	20	88
Proof of Delivery Failure	37	15	54	Business Collections	39	7	40
Keepsafe Centre Failure	36	14	114	Discourtesy	39	9	255
Perceived Delay	34	3	40	Perceived Delay	33	6	24
Business Collections	26	5	25	Property Damage	24	9	1,356
Discourtesy	25	3	7	P739 Failure	17	5	108
International Substantial Delay							
Posting Boxes	22	1	25	Posting Boxes	16	0	0
				Driving/Accidents	15	2	7
Driving/Accidents	20	0	0	International Substantial Delay	10	0	0
Other Delivery Failure	13	6	22	Other Delivery Failure	7	1	3
P739 Failure	10	6	57	Fraudulent Redirections	5	0	0
Customer Service	7	1	5	Delay in Return to Sender	4	1	3
Fraudulent Redirections	6	0	0	Disputed Ownership Of Packets	4	2	205
Quality Of Service	5	2	7	Quality Of Service	4	1	3
Postmark Errors	4	1	3	Keepsafe Centre Failure	3	2	9
Disputed Ownership Of Packets	3	1	4	Access	2	1	3
Access	2	0	0	Customer Service	2	0	0
Delay in Return to Sender	2	2	6	Appearance	1	1	3
Delivery USO Failure	1	0	0	Industrial Action	1	1	4
International Loss	1	0	0	Office Closure	1	0	0

Annex B

S	No. of Complaints	Number Paid	Recompense	SA	No. of Complaints	Number Paid	Recompense
Loss	9,790	6,827	144,051	Loss	7,517	5,221	93,800
Mis-Delivery	3,991	1,420	4,015	Mis-Delivery	1,717	634	1,750
Redirection Failure	2,485	1,679	7,598	Delay	1,366	771	48,978
Delay	1,877	972	6,533	Redirection Failure	1,028	705	3,314
Other	1,639	523	4,419	Other	770	269	1,665
Delivery Procedures	1,571	425	2,183	Delivery Procedures	707	209	933
Damage	1,102	707	17,903	Damage	604	397	13,110
Delivery Frequency	585	64	240	Part Loss	313	191	3,578
Part Loss	279	155	2,719	Delivery Frequency	279	50	167
RM Policy	252	82	434	Unconfirmed Delay/Loss	187	49	480
Redirection Centre Failure	248	56	451	RM Policy	127	43	184
Keepsafe Failure	244	197	1,293	Redirection Centre Failure	103	21	131
Time Of Delivery	244	13	51	Keepsafe Failure	91	72	504
Unconfirmed Delay/Loss	239	53	414	Incorrect Return To Sender	90	51	208
Incorrect Return To Sender	215	94	295	Surcharges/Customs	76	44	152
Recovered Mail	138	35	211	Perceived Delay	62	11	61
Discourtesy	117	18	92	Recovered Mail	61	20	1,150
Proof of Delivery Failure	112	64	712	Substantial Delay	56	42	312
Surcharges/Customs	111	69	286	Time Of Delivery	52	3	18
Property Damage	102	46	6,876	Redirection Dispute	51	9	30
Business Collections	99	18	697	Proof of Delivery Failure	49	29	103
Redirection Dispute	81	18	78	Discourtesy	39	12	36
Substantial Delay	74	50	389	Property Damage	35	17	1,164
P739 Failure	70	16	56	Posting Boxes	29	1	3
Perceived Delay	67	7	33	Keepsafe Centre Failure	26	13	91
Driving/Accidents	36	6	25	P739 Failure	19	4	18
Keepsafe Centre Failure	36	8	45	Other Delivery Failure	18	10	39
Posting Boxes	32	7	171	Business Collections	17	4	30
International Substantial Delay	24	0	0	Driving/Accidents	17	1	338
Office Closure	16	1	3	International Substantial Delay	10	0	0
Other Delivery Failure	16	8	30	Delay in Return to Sender	7	3	10
Access	10	1	2	Fraudulent Redirections	7	1	3
Delay in Return to Sender	10	7	60	Customer Service	6	1	7
Customer Service	9	3	52	Access	4	0	0
Fraudulent Redirections	7	0	0	Disputed Ownership Of Packets	3	1	7
Disputed Ownership Of Packets	6	2	202	International Loss	3	3	53
Quality Of Service	6	3	8	Quality Of Service	3	1	3
Appearance	4	0	0	Industrial Action	2	1	3
Delivery USO Failure	2	0	0	Appearance	1	0	0
Postmark Errors	2	0	0	Postmark Errors	1	0	0
Postal Address/Postcodes	1	0	0				

Annex B

SE	No. of Complaints	Number Paid	Recompense	SG	No. of Complaints	Number Paid	Recompense
Loss	12,996	8,822	199,402	Loss	3,092	2,246	44,044
Redirection Failure	5,763	3,812	20,186	Redirection Failure	1,081	684	3,133
Mis-Delivery	4,279	1,533	4,151	Mis-Delivery	836	300	883
Delivery Procedures	2,985	749	4,184	Delay	761	440	2,928
Other	2,613	781	7,984	Other	466	160	1,073
Delay	2,173	1,242	10,583	Delivery Procedures	371	105	386
Delivery Frequency	1,294	147	508	Damage	330	222	7,061
Damage	734	462	15,951	Redirection Centre Failure	133	30	203
Redirection Centre Failure	517	84	750	Delivery Frequency	121	25	118
RM Policy	411	94	782	Part Loss	108	63	1,174
Recovered Mail	381	79	6,770	RM Policy	89	20	129
Incorrect Return To Sender	329	138	479	Incorrect Return To Sender	67	32	124
Unconfirmed Delay/Loss	299	69	1,067	Unconfirmed Delay/Loss	67	12	168
Part Loss	262	149	2,106	Recovered Mail	51	21	555
Redirection Dispute	183	50	902	Keepsafe Failure	47	41	298
Time Of Delivery	174	12	77	Time Of Delivery	43	2	6
Keepsafe Failure	150	123	1,038	Surcharges/Customs	39	30	91
Discourtesy	149	26	74	Discourtesy	34	8	22
Proof of Delivery Failure	145	76	834	Business Collections	29	10	140
International Substantial Delay	143	2	47	Proof of Delivery Failure	28	11	43
Substantial Delay	130	83	674	Redirection Dispute	25	9	33
P739 Failure	118	31	107	Substantial Delay	25	14	116
Perceived Delay	80	8	60	Property Damage	23	11	1,563
Business Collections	66	16	134	Perceived Delay	20	3	19
Surcharges/Customs	55	28	110	Driving/Accidents	16	2	104
Posting Boxes	53	8	20	Posting Boxes	16	3	112
Property Damage	33	15	717	International Substantial Delay	13	0	0
Driving/Accidents	31	5	875	Keepsafe Centre Failure	9	2	11
Other Delivery Failure	29	14	56	P739 Failure	9	4	32
Keepsafe Centre Failure	17	4	42	Customer Service	7	2	3
Customer Service	9	3	51	Other Delivery Failure	7	3	17
Fraudulent Redirections	9	0	0	Postmark Errors	4	0	0
Office Closure	8	1	2	Disputed Ownership Of Packets	3	1	7
Appearance	7	0	0	Fraudulent Redirections	3	0	0
Quality Of Service	7	2	7	Access	1	0	0
International Loss	6	0	0	Delivery USO Failure	1	0	0
Delay in Return to Sender	5	0	0	Office Closure	1	1	2
Disputed Ownership Of Packets	5	1	7	Quality Of Service	1	1	2
Postmark Errors	3	0	0				
Access	1	0	0				
Delivery USO Failure	1	0	0				
Disability Discrimination Act	1	1	3				
Industrial Action	1	0	0				
International Advice of Delivery Failure	1	1	2				
Postal Address/Postcodes	1	1	7				

Annex B

SK	No. of Complaints	Number Paid	Recompense	SL	No. of Complaints	Number Paid	Recompense
Loss	4,704	3,213	99,003	Loss	3,777	2,500	69,445
Delay	1,973	749	6,041	Mis-Delivery	1,569	568	1,450
Mis-Delivery	1,869	739	1,981	Redirection Failure	1,557	1,023	4,792
Redirection Failure	1,597	1,082	5,265	Delay	1,077	634	6,143
Delivery Procedures	973	297	1,274	Delivery Procedures	856	225	790
Other	925	299	4,755	Other	772	222	2,235
Damage	584	374	11,746	Delivery Frequency	377	37	104
Delivery Frequency	336	46	126	Damage	355	222	7,268
Keepsafe Failure	194	163	1,044	Redirection Centre Failure	213	29	191
Redirection Centre Failure	190	33	404	RM Policy	128	32	176
RM Policy	138	39	296	Part Loss	101	50	1,394
Part Loss	133	77	2,217	Keepsafe Failure	100	83	646
Unconfirmed Delay/Loss	131	31	382	Time Of Delivery	99	5	24
Incorrect Return To Sender	120	45	164	Recovered Mail	85	23	4,018
Time Of Delivery	113	5	20	Unconfirmed Delay/Loss	83	19	246
Recovered Mail	103	28	3,299	Business Collections	77	17	179
Discourtesy	62	16	50	Incorrect Return To Sender	77	30	99
Redirection Dispute	58	19	140	Substantial Delay	57	33	618
Perceived Delay	49	7	51	Proof of Delivery Failure	55	22	66
Property Damage	48	19	762	Redirection Dispute	55	19	92
Proof of Delivery Failure	47	19	97	Discourtesy	35	5	17
Surcharges/Customs	41	24	156	Property Damage	28	12	677
Substantial Delay	40	30	266	Surcharges/Customs	28	16	65
Business Collections	38	7	41	Perceived Delay	25	3	10
Keepsafe Centre Failure	25	10	61	Posting Boxes	25	4	18
P739 Failure	21	10	45	P739 Failure	22	8	24
Posting Boxes	18	3	17	Driving/Accidents	21	4	300
Driving/Accidents	14	3	8	International Substantial Delay	12	0	0
International Substantial Delay	11	0	0	Other Delivery Failure	11	6	135
Other Delivery Failure	7	3	8	Keepsafe Centre Failure	9	2	9
Customer Service	6	3	38	Customer Service	6	3	18
Office Closure	6	0	0	Appearance	3	0	0
Quality Of Service	3	3	25	Disputed Ownership Of Packets	3	0	0
Delay in Return to Sender	2	1	2	Fraudulent Redirections	3	0	0
Disputed Ownership Of Packets	2	1	14	Postmark Errors	3	1	3
Fraudulent Redirections	2	0	0	Quality Of Service	3	1	3
Access	1	0	0	Access	2	0	0
Appearance	1	0	0	Delay in Return to Sender	2	2	5
Delivery USO Failure	1	0	0	International Advice of Delivery Failure	2	0	0
Industrial Action	1	1	4	Delivery USO Failure	1	1	3
International Loss	1	0	0	Industrial Action	1	0	0
				Office Closure	1	0	0
				Postal Address/Postcodes	1	0	0

Annex B

SM	No. of Complaints	Number Paid	Recompense	SN	No. of Complaints	Number Paid	Recompense
Loss	2,344	1,619	33,139	Loss	4,059	2,844	50,690
Mis-Delivery	803	314	612	Mis-Delivery	1,236	475	1,363
Redirection Failure	780	535	2,448	Redirection Failure	1,117	724	3,450
Delivery Procedures	539	147	454	Delay	957	590	4,382
Delay	442	250	1,782	Delivery Procedures	585	166	772
Other	426	141	957	Other	479	178	14,747
Delivery Frequency	244	31	93	Damage	431	292	8,837
Damage	176	117	4,238	Redirection Centre Failure	185	25	229
Redirection Centre Failure	87	13	99	Delivery Frequency	151	12	30
Time Of Delivery	57	4	98	RM Policy	113	35	141
RM Policy	55	20	371	Part Loss	103	61	691
Recovered Mail	53	11	624	Unconfirmed Delay/Loss	96	20	159
Part Loss	51	31	272	Incorrect Return To Sender	68	26	70
Unconfirmed Delay/Loss	44	13	140	Surcharges/Customs	62	47	709
Keepsafe Failure	43	33	260	Keepsafe Failure	57	46	284
Incorrect Return To Sender	39	16	104	Recovered Mail	55	18	325
Redirection Dispute	29	6	23	Redirection Dispute	46	16	68
Proof of Delivery Failure	26	11	33	Perceived Delay	42	3	13
Discourtesy	25	2	5	Time Of Delivery	42	1	2
Substantial Delay	21	13	151	Proof of Delivery Failure	39	13	35
P739 Failure	19	4	43	Property Damage	39	20	842
Perceived Delay	18	3	26	Substantial Delay	38	23	155
Surcharges/Customs	13	8	33	Business Collections	32	6	33
Property Damage	12	5	327	Discourtesy	30	3	18
Driving/Accidents	11	2	372	Driving/Accidents	21	2	59
Posting Boxes	11	0	0	Posting Boxes	16	2	5
Other Delivery Failure	9	5	35	P739 Failure	11	4	14
Business Collections	7	1	6	Appearance	8	0	0
International Substantial Delay	7	0	0				
				Other Delivery Failure	8	4	12
Keepsafe Centre Failure	6	0	0	International Substantial Delay	6	0	0
Customer Service	4	1	4	Keepsafe Centre Failure	6	2	21
Delay in Return to Sender	3	0	0	Customer Service	3	2	7
Fraudulent Redirections	2	0	0	Quality Of Service	2	1	3
Postmark Errors	2	0	0	Delay in Return to Sender	1	0	0
Quality Of Service	2	1	3	Postal Address/Postcodes	1	0	0
Access	1	0	0	Postmark Errors	1	0	0
Delivery USO Failure	1	1	3				

Annex B

SO	No. of Complaints	Number Paid	Recompense	SP	No. of Complaints	Number Paid	Recompense
Loss	6,509	4,550	91,982	Loss	1,662	1,209	21,889
Mis-Delivery	3,201	1,308	3,713	Redirection Failure	531	351	1,725
Redirection Failure	2,357	1,578	8,018	Delay	448	286	2,112
Delay	1,921	1,146	8,334	Mis-Delivery	417	173	468
Delivery Procedures	1,851	569	1,883	Other	192	65	430
Other	1,466	447	2,993	Damage	185	129	5,078
Delivery Frequency	797	129	356	Delivery Procedures	166	50	365
Damage	645	414	13,446	Redirection Centre Failure	103	14	210
Redirection Centre Failure	257	35	220	Part Loss	65	42	1,157
Time Of Delivery	212	23	188	Delivery Frequency	46	6	15
Unconfirmed Delay/Loss	198	53	692	RM Policy	43	10	214
RM Policy	186	55	563	Incorrect Return To Sender	33	13	40
Part Loss	168	100	1,951	Redirection Dispute	30	11	85
Keepsafe Failure	160	135	944	Unconfirmed Delay/Loss	29	6	38
Incorrect Return To Sender	134	60	206	Keepsafe Failure	28	26	156
Substantial Delay	103	71	685	Time Of Delivery	23	1	2
Business Collections	97	20	249	Substantial Delay	22	16	149
Recovered Mail	85	20	281	Property Damage	18	12	1,985
Discourtesy	83	14	57	Surcharges/Customs	18	15	52
Redirection Dispute	78	22	146	Perceived Delay	17	1	3
Surcharges/Customs	61	41	113	Discourtesy	16	2	3
Perceived Delay	59	7	101	Recovered Mail	15	3	248
P739 Failure	56	16	72	P739 Failure	12	5	20
Other Delivery Failure	38	16	59	Business Collections	11	3	18
Proof of Delivery Failure	38	18	50	Posting Boxes	10	2	30
Property Damage	38	11	478	Driving/Accidents	8	1	845
Driving/Accidents	18	2	3	Keepsafe Centre Failure	7	3	24
International Substantial Delay	15	0	0	Proof of Delivery Failure	6	2	4
Keepsafe Centre Failure	14	7	45	International Substantial Delay	5	0	0
Quality Of Service	13	4	12	Other Delivery Failure	4	3	10
Posting Boxes	11	2	8	Customer Service	3	1	6
Customer Service	9	3	28	Access	2	0	0
Delay in Return to Sender	4	2	7	Delay in Return to Sender	2	0	0
Disputed Ownership Of Packets	4	0	0	Disputed Ownership Of Packets	2	0	0
Office Closure	4	0	0	Industrial Action	1	0	0
Appearance	3	0	0	Postmark Errors	1	0	0
Fraudulent Redirections	3	1	14				
Access	2	0	0				
Delivery USO Failure	2	0	0				
International Advice of Delivery Failure	1	1	15				
International Loss	1	0	0				

Annex B

SR	No. of Complaints	Number Paid	Recompense	SS	No. of Complaints	Number Paid	Recompense
Loss	1,941	1,279	27,788	Loss	6,232	4,306	100,077
Mis-Delivery	757	295	755	Mis-Delivery	2,230	928	2,497
Delay	610	327	2,669	Redirection Failure	1,590	1,108	5,317
Redirection Failure	493	346	1,667	Delay	1,545	925	6,761
Other	380	121	8,596	Delivery Procedures	1,304	389	1,575
Delivery Procedures	320	80	279	Other	1,080	335	6,759
Damage	190	117	4,625	Delivery Frequency	552	96	335
Delivery Frequency	104	13	42	Damage	496	305	8,480
Keepsafe Failure	66	52	352	Unconfirmed Delay/Loss	160	32	321
Unconfirmed Delay/Loss	60	20	227	Redirection Centre Failure	134	28	306
Incorrect Return To Sender	51	23	100	Part Loss	122	68	1,255
Part Loss	48	25	248	RM Policy	122	39	362
Redirection Centre Failure	42	4	30	Keepsafe Failure	118	100	679
RM Policy	41	13	37	Substantial Delay	118	98	1,224
Surcharges/Customs	31	12	38	Recovered Mail	102	27	765
Property Damage	30	14	1,192	Time Of Delivery	100	8	22
Discourtesy	29	4	34	Proof of Delivery Failure	89	43	149
P739 Failure	24	9	41	Incorrect Return To Sender	88	35	120
Time Of Delivery	21	4	30	Discourtesy	49	9	27
Recovered Mail	20	8	24	Redirection Dispute	49	12	110
Redirection Dispute	15	4	12	Perceived Delay	43	5	33
Business Collections	14	6	39	Property Damage	40	10	1,171
Substantial Delay	14	10	54	Business Collections	36	5	27
Perceived Delay	13	2	24	Surcharges/Customs	36	23	101
Keepsafe Centre Failure	10	3	16	P739 Failure	30	14	78
Proof of Delivery Failure	8	5	15	Other Delivery Failure	18	8	24
International Substantial Delay	7	0	0				
Driving/Accidents	6	0	0	Driving/Accidents	15	3	10
				Keepsafe Centre Failure	14	2	21
Other Delivery Failure	5	2	7	International Substantial Delay	11	0	0
Posting Boxes	4	2	5	Posting Boxes	11	2	30
Delay in Return to Sender	3	3	110	Customer Service	5	2	305
Appearance	2	0	0	Delay in Return to Sender	5	1	7
Customer Service	2	1	2	Quality Of Service	5	3	10
Disputed Ownership Of Packets	1	0	0				
				Appearance	4	1	3
Office Closure	1	0	0	Disputed Ownership Of Packets	3	0	0
				Access	2	0	0
				Industrial Action	2	1	4
				Office Closure	2	0	0
				Postmark Errors	2	0	0
				Delivery USO Failure	1	0	0
				Disability Discrimination Act	1	0	0
				Fraudulent Redirections	1	0	0
				International Advice of Delivery Failure	1	1	5

Annex B

ST	No. of Complaints	Number Paid	Recompense	SW	No. of Complaints	Number Paid	Recompense
Loss	4,455	2,698	59,273	Loss	12,459	8,050	344,047
Mis-Delivery	1,534	588	2,601	Redirection Failure	6,371	4,084	22,427
Redirection Failure	1,027	687	3,222	Mis-Delivery	3,437	1,047	2,924
Delay	981	546	6,294	Delay	2,861	1,730	18,273
Delivery Procedures	666	199	823	Other	2,396	742	8,119
Other	657	222	1,309	Delivery Procedures	2,091	567	2,240
Damage	580	362	11,987	Delivery Frequency	960	78	238
Delivery Frequency	171	24	66	Redirection Centre Failure	714	101	930
Substantial Delay	133	100	719	Damage	635	392	10,784
Unconfirmed Delay/Loss	120	34	745	RM Policy	478	136	4,981
Part Loss	119	70	4,101	Unconfirmed Delay/Loss	300	94	4,061
Redirection Centre Failure	111	23	181	Incorrect Return To Sender	296	139	575
Keepsafe Failure	101	85	562	Part Loss	294	157	8,502
RM Policy	100	36	649	Proof of Delivery Failure	267	118	655
Incorrect Return To Sender	95	39	130	Time Of Delivery	257	14	2,796
Recovered Mail	69	15	55	Recovered Mail	256	63	5,063
Property Damage	52	26	1,989	Business Collections	225	50	549
				International Substantial Delay			
Redirection Dispute	50	21	160		225	0	0
Proof of Delivery Failure	37	10	24	Redirection Dispute	195	55	519
Business Collections	36	5	43	Keepsafe Failure	177	139	1,119
Discourtesy	35	1	3	Discourtesy	158	20	89
Surcharges/Customs	35	28	112	Substantial Delay	123	79	1,658
Time Of Delivery	32	4	19	P739 Failure	103	45	183
Perceived Delay	31	2	7	Surcharges/Customs	84	52	214
Posting Boxes	20	3	69	Posting Boxes	69	10	95
Keepsafe Centre Failure	15	4	30	Perceived Delay	60	10	70
P739 Failure	15	3	13	Other Delivery Failure	38	21	227
Driving/Accidents	11	0	0	Driving/Accidents	29	6	2,298
International Substantial Delay							
	8	1	3	Keepsafe Centre Failure	25	5	24
Other Delivery Failure	7	3	12	Property Damage	18	8	1,164
Customer Service	5	1	3	Access	14	1	3
Disputed Ownership Of Packets							
	5	0	0	Customer Service	11	4	55
				Disputed Ownership Of Packets			
Access	4	0	0		11	3	11
Quality Of Service	4	3	10	Delay in Return to Sender	10	6	141
Appearance	3	1	2	Office Closure	8	0	0
Delivery USO Failure	2	0	0	Fraudulent Redirections	5	0	0
Fraudulent Redirections	2	0	0	Appearance	4	0	0
				International Advice of Delivery Failure			
Postmark Errors	2	0	0		4	0	0
Delay in Return to Sender	1	0	0	International Loss	4	1	266
Office Closure	1	0	0	Postmark Errors	3	0	0
				Quality Of Service	3	1	3
				Delivery USO Failure	2	0	0
				Postal Address/Postcodes	1	0	0

Annex B

SY	No. of Complaints	Number Paid	Recompense	TA	No. of Complaints	Number Paid	Recompense
Loss	1,928	1,352	27,861	Loss	1,914	1,380	24,489
Delay	755	379	3,621	Mis-Delivery	595	207	592
Mis-Delivery	643	276	876	Redirection Failure	581	403	1,695
Redirection Failure	462	319	1,571	Delay	465	269	1,617
Damage	350	256	7,773	Other	334	123	367
Delivery Procedures	276	64	364	Damage	325	210	4,675
Other	265	83	819	Delivery Procedures	226	67	258
Redirection Centre Failure	83	18	159	Redirection Centre Failure	107	19	372
Part Loss	81	53	802	Part Loss	74	47	590
Delivery Frequency	60	6	22	Time Of Delivery	70	4	16
Unconfirmed Delay/Loss	60	15	162	Delivery Frequency	62	2	5
RM Policy	50	22	132	RM Policy	61	16	247
Incorrect Return To Sender	47	25	83	Keepsafe Failure	38	32	236
Surcharges/Customs	46	34	110	Incorrect Return To Sender	37	14	83
Substantial Delay	32	28	195	Unconfirmed Delay/Loss	34	7	26
Recovered Mail	32	15	318	Surcharges/Customs	28	15	47
Redirection Dispute	29	7	38	Discourtesy	23	1	3
Time Of Delivery	29	3	8	Perceived Delay	23	2	23
Keepsafe Failure	27	22	174	Property Damage	22	12	352
Perceived Delay	22	4	41	Substantial Delay	22	19	130
Driving/Accidents	20	3	27	Recovered Mail	22	8	79
Property Damage	17	9	412	Redirection Dispute	21	4	17
Discourtesy	16	6	30	Driving/Accidents	15	0	0
Posting Boxes	15	0	0	Keepsafe Centre Failure	13	3	10
Business Collections	13	2	13	Proof of Delivery Failure	12	5	12
Keepsafe Centre Failure	11	5	26	Business Collections	10	4	38
P739 Failure	9	2	13	International Substantial Delay	6	0	0
Proof of Delivery Failure	8	2	6	Posting Boxes	6	0	0
Delay in Return to Sender	4	2	10	Postmark Errors	6	0	0
International Substantial Delay	4	0	0	Access	5	0	0
Customer Service	3	1	3	P739 Failure	5	1	3
Postmark Errors	3	0	0	Customer Service	2	0	0
Other Delivery Failure	2	1	3	Disputed Ownership Of Packets	2	1	206
Fraudulent Redirections	1	0	0	Delay in Return to Sender	1	0	0
				Delivery USO Failure	1	0	0
				Fraudulent Redirections	1	0	0
				International Advice of Delivery Failure	1	0	0
				Office Closure	1	0	0
				Other Delivery Failure	1	1	2
				Quality Of Service	1	0	0

Annex B

TD	No. of Complaints	Number Paid	Recompense	TF	No. of Complaints	Number Paid	Recompense
Loss	518	381	9,926	Loss	1,219	857	25,447
Delay	276	118	1,028	Mis-Delivery	555	208	515
Damage	88	59	2,483	Redirection Failure	456	321	1,455
Mis-Delivery	84	37	113	Delay	389	208	1,279
Redirection Failure	77	52	201	Delivery Procedures	228	61	382
Other	47	13	108	Other	199	70	418
Delivery Procedures	29	10	47	Damage	173	114	5,573
Redirection Centre Failure	29	3	23	Redirection Centre Failure	54	4	38
Part Loss	27	18	164	Part Loss	39	27	236
Incorrect Return To Sender	16	6	15	Delivery Frequency	37	3	27
Unconfirmed Delay/Loss	15	5	63	RM Policy	34	11	45
RM Policy	14	4	22	Keepsafe Failure	33	28	185
Delivery Frequency	11	0	0	Unconfirmed Delay/Loss	28	11	305
Keepsafe Failure	11	8	50	Business Collections	26	7	54
Recovered Mail	10	6	15	Incorrect Return To Sender	21	6	17
Perceived Delay	9	0	0	Property Damage	19	7	203
Time Of Delivery	8	0	0	Discourtesy	18	1	2
Discourtesy	5	1	2	Surcharges/Customs	16	12	43
Redirection Dispute	5	3	10	Time Of Delivery	16	0	0
Surcharges/Customs	5	3	8	Posting Boxes	15	1	3
Driving/Accidents	4	1	118	Redirection Dispute	15	3	17
Keepsafe Centre Failure	4	2	21	Proof of Delivery Failure	13	6	19
Substantial Delay	4	2	20	Substantial Delay	13	11	50
Delay in Return to Sender	2	0	0	Driving/Accidents	12	5	360
International Substantial Delay	2	0	0	Recovered Mail	12	5	85
Posting Boxes	2	0	0	Perceived Delay	11	1	3
Proof of Delivery Failure	2	1	2	Keepsafe Centre Failure	9	4	32
Customer Service	1	0	0	International Substantial Delay	8	0	0
Delivery USO Failure	1	0	0	P739 Failure	6	4	13
Disputed Ownership Of Packets	1	0	0	Access	2	1	3
Office Closure	1	0	0	Other Delivery Failure	2	2	5
Other Delivery Failure	1	1	2	Postmark Errors	2	0	0
P739 Failure	1	1	2	Delay in Return to Sender	1	0	0
				Disability Discrimination Act	1	0	0
				Disputed Ownership Of Packets	1	0	0
				Industrial Action	1	1	4
				Office Closure	1	0	0

Annex B

TN	No. of Complaints	Number Paid	Recompense	TQ	No. of Complaints	Number Paid	Recompense
Loss	5,150	3,553	81,737	Loss	2,619	1,755	39,381
Mis-Delivery	1,905	731	2,200	Mis-Delivery	1,238	473	1,245
Redirection Failure	1,672	1,112	5,182	Redirection Failure	701	476	2,371
Delay	1,228	707	4,785	Delay	684	421	2,811
Delivery Procedures	888	251	1,623	Delivery Procedures	478	142	594
Other	860	236	4,920	Other	429	132	720
Damage	741	487	16,736	Damage	329	216	4,839
Delivery Frequency	282	26	72	Part Loss	119	71	669
Redirection Centre Failure	240	33	317	Delivery Frequency	116	13	41
Part Loss	191	106	2,638	Redirection Centre Failure	114	18	130
RM Policy	164	53	322	Unconfirmed Delay/Loss	87	26	274
Keepsafe Failure	147	115	754	RM Policy	67	24	134
Incorrect Return To Sender	119	49	245	Keepsafe Failure	59	51	367
Unconfirmed Delay/Loss	119	30	254	Incorrect Return To Sender	57	34	119
Recovered Mail	105	30	8,324	Surcharges/Customs	57	45	1,985
Substantial Delay	73	52	355	Time Of Delivery	55	0	0
Surcharges/Customs	67	40	157	Substantial Delay	41	29	223
Time Of Delivery	61	1	3	Discourtesy	36	8	29
Redirection Dispute	58	15	130	Perceived Delay	30	4	31
Discourtesy	54	8	18	Redirection Dispute	26	7	24
Business Collections	51	9	51	Keepsafe Centre Failure	23	7	45
Perceived Delay	43	5	35	Property Damage	21	18	616
Property Damage	40	11	1,010	Recovered Mail	18	4	2,126
Keepsafe Centre Failure	38	11	92	Business Collections	12	1	6
Driving/Accidents	33	2	5	P739 Failure	12	1	3
Posting Boxes	33	6	45	Proof of Delivery Failure	9	5	16
Proof of Delivery Failure	26	13	37	Posting Boxes	8	0	0
International Substantial Delay	24	0	0	Driving/Accidents	7	1	117
P739 Failure	17	5	25	Other Delivery Failure	6	1	2
Other Delivery Failure	14	7	20	International Substantial Delay	5	0	0
Customer Service	13	5	24	Fraudulent Redirections	3	1	3
Access	6	1	3	Customer Service	2	0	0
Delay in Return to Sender	6	1	3	Delay in Return to Sender	2	1	8
Fraudulent Redirections	5	0	0	Disputed Ownership Of Packets	2	0	0
Postmark Errors	4	0	0	Office Closure	2	2	7
Appearance	3	0	0	Quality Of Service	2	1	3
Delivery USO Failure	1	0	0	Access	1	0	0
Disability Discrimination Act	1	0	0	Appearance	1	0	0
Disputed Ownership Of Packets	1	0	0				
International Loss	1	0	0				
Office Closure	1	0	0				
Quality Of Service	1	0	0				

Annex B

TR	No. of Complaints	Number Paid	Recompense	TS	No. of Complaints	Number Paid	Recompense
Loss	2,095	1,477	32,486	Loss	4,993	3,506	68,483
Delay	788	553	4,108	Mis-Delivery	1,966	754	5,680
Mis-Delivery	731	286	784	Delay	1,937	788	5,131
Redirection Failure	527	335	1,412	Redirection Failure	1,290	882	4,128
Damage	375	257	7,077	Delivery Procedures	747	235	849
Other	327	96	1,260	Other	720	214	1,274
Delivery Procedures	312	92	313	Damage	481	287	9,895
Part Loss	115	65	1,309	Delivery Frequency	258	37	108
Redirection Centre Failure	96	21	141	Unconfirmed Delay/Loss	178	27	354
Delivery Frequency	68	10	25	Time Of Delivery	134	10	25
Surcharges/Customs	63	50	164	Part Loss	109	61	1,609
RM Policy	59	26	129	Keepsafe Failure	94	72	445
Incorrect Return To Sender	58	36	150	Redirection Centre Failure	94	22	142
Keepsafe Failure	56	51	341	RM Policy	93	25	114
Unconfirmed Delay/Loss	47	12	132	Incorrect Return To Sender	76	30	159
Recovered Mail	37	13	341	Proof of Delivery Failure	52	21	80
Time Of Delivery	26	2	3	Property Damage	50	20	894
Redirection Dispute	24	10	108	Recovered Mail	50	9	35
Discourtesy	22	4	10	Substantial Delay	46	32	230
Business Collections	21	3	110	Discourtesy	45	8	26
Driving/Accidents	20	3	7	Surcharges/Customs	41	23	97
Perceived Delay	19	2	10	Perceived Delay	32	5	19
Substantial Delay	19	13	104	P739 Failure	31	4	28
P739 Failure	16	2	10	Redirection Dispute	30	10	53
Property Damage	16	9	613	Business Collections	22	4	48
Keepsafe Centre Failure	10	4	25	Posting Boxes	18	3	35
Posting Boxes	8	1	3	Driving/Accidents	14	0	0
Proof of Delivery Failure	7	4	35	Keepsafe Centre Failure	11	4	32
International Substantial Delay	5	0	0				
Other Delivery Failure	5	2	5	Other Delivery Failure	10	0	0
Postmark Errors	3	0	0	International Substantial Delay	9	1	2
Customer Service	2	1	3	Appearance	4	1	2
Disputed Ownership Of Packets	2	1	79	Disputed Ownership Of Packets	3	0	0
Fraudulent Redirections	2	0	0				
Access	1	0	0	Postmark Errors	3	0	0
Industrial Action	1	0	0	Quality Of Service	3	0	0
Office Closure	1	0	0	Access	2	0	0
				Customer Service	2	0	0
				Fraudulent Redirections	2	0	0
				Delay in Return to Sender	1	0	0
				International Advice of Delivery Failure	1	0	0
				International Loss	1	0	0
				Office Closure	1	0	0

Annex B

TW	No. of Complaints	Number Paid	Recompense	UB	No. of Complaints	Number Paid	Recompense
Loss	4,685	3,150	85,046	Loss	4,649	3,448	76,782
Redirection Failure	2,268	1,514	8,123	Mis-Delivery	1,407	525	1,545
Mis-Delivery	1,551	549	1,667	Redirection Failure	1,405	970	4,609
Delay	993	556	4,047	Delivery Procedures	933	244	888
Delivery Procedures	980	258	975	Other	772	238	1,933
Other	761	234	1,596	Delay	751	429	3,456
Damage	439	274	9,851	Delivery Frequency	348	47	146
Delivery Frequency	274	32	354	Damage	301	187	7,861
Redirection Centre Failure	223	38	448	Redirection Centre Failure	134	23	134
RM Policy	151	50	248	Recovered Mail	105	29	1,173
Part Loss	134	67	1,558	Part Loss	103	51	540
Unconfirmed Delay/Loss	115	24	294	RM Policy	89	27	151
Incorrect Return To Sender	86	39	155	Keepsafe Failure	83	69	539
Recovered Mail	83	33	1,739	Unconfirmed Delay/Loss	81	26	375
Keepsafe Failure	78	68	410	Time Of Delivery	80	10	51
Time Of Delivery	67	5	13	Discourtesy	58	8	22
Redirection Dispute	64	22	115	Redirection Dispute	56	16	73
Proof of Delivery Failure	61	31	89	Incorrect Return To Sender	54	20	51
Substantial Delay	60	28	1,083	Business Collections	44	3	17
Discourtesy	41	7	20	Proof of Delivery Failure	41	17	50
				International Substantial Delay	37	0	0
Surcharges/Customs	32	22	73	Perceived Delay	28	5	35
Business Collections	29	6	50				
International Substantial Delay	28	0	0	Substantial Delay	26	16	149
P739 Failure	27	10	42	Surcharges/Customs	19	11	76
Posting Boxes	18	2	22	Property Damage	18	9	277
Property Damage	18	7	1,386	P739 Failure	16	4	17
Perceived Delay	17	3	10	Driving/Accidents	14	0	0
Keepsafe Centre Failure	15	5	37	Posting Boxes	14	4	63
Driving/Accidents	14	0	0	Keepsafe Centre Failure	8	1	8
Quality Of Service	7	4	27	Delay in Return to Sender	7	3	46
Other Delivery Failure	6	2	5	Customer Service	5	2	7
Fraudulent Redirections	5	2	26	Other Delivery Failure	5	1	3
Access	3	2	109	Appearance	4	0	0
Postmark Errors	3	0	0	Quality Of Service	4	1	2
Customer Service	2	1	66	Access	3	0	0
Disputed Ownership Of Packets	2	0	0				
				Fraudulent Redirections	3	0	0
Delay in Return to Sender	1	0	0	Disputed Ownership Of Packets	2	2	7
Delivery USO Failure	1	0	0	International Advice of Delivery Failure	1	0	0
International Advice of Delivery Failure	1	0	0				

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W	No. of Complaints	Number Paid	Recompense	WA	No. of Complaints	Number Paid	Recompense
Loss	13,129	9,007	239,195	Loss	4,752	3,288	73,740
Redirection Failure	5,013	3,197	18,997	Delay	1,456	644	4,575
Mis-Delivery	4,046	1,566	5,007	Mis-Delivery	1,272	474	1,214
Delay	3,618	2,235	41,571	Redirection Failure	1,139	794	3,573
Other	3,250	850	8,827	Other	746	216	4,410
Delivery Procedures	2,445	683	4,012	Delivery Procedures	546	171	669
Delivery Frequency	1,548	243	959	Damage	524	345	10,234
RM Policy	530	155	1,254	Delivery Frequency	235	34	103
Damage	489	307	9,563	Redirection Centre Failure	153	30	376
Redirection Centre Failure	473	89	991	Part Loss	109	62	909
Time Of Delivery	329	31	431	Incorrect Return To Sender	104	51	185
Unconfirmed Delay/Loss	328	83	1,039	RM Policy	99	29	310
Incorrect Return To Sender	300	144	578	Keepsafe Failure	93	77	555
International Substantial Delay	252	0	0	Unconfirmed Delay/Loss	89	33	441
Part Loss	228	111	5,884	Time Of Delivery	78	8	32
Recovered Mail	203	47	22,887	Recovered Mail	61	16	134
Business Collections	195	42	328	Surcharges/Customs	50	31	168
Redirection Dispute	195	46	190	Business Collections	47	5	28
Substantial Delay	163	111	1,091	Redirection Dispute	47	13	108
Keepsafe Failure	154	128	1,069	Perceived Delay	46	3	10
Proof of Delivery Failure	133	74	-658	Substantial Delay	45	34	206
Surcharges/Customs	101	71	2,173	Property Damage	38	21	1,286
Discourtesy	99	16	81	Discourtesy	36	5	15
P739 Failure	85	20	81	Proof of Delivery Failure	31	19	60
Other Delivery Failure	73	32	525	Keepsafe Centre Failure	21	7	38
Perceived Delay	66	10	119	Posting Boxes	19	1	3
Posting Boxes	43	9	67	Driving/Accidents	15	3	411
Driving/Accidents	20	3	382	P739 Failure	15	4	12
Property Damage	18	10	3,125	International Substantial Delay	10	1	10
Customer Service	17	6	145	Customer Service	8	2	7
Keepsafe Centre Failure	15	2	21	Other Delivery Failure	8	1	41
Appearance	11	1	3	Delay in Return to Sender	7	5	84
Delay in Return to Sender	9	5	58	Fraudulent Redirections	3	0	0
Disputed Ownership Of Packets	9	1	28	Quality Of Service	3	1	3
Fraudulent Redirections	9	0	0	Access	2	0	0
Quality Of Service	7	2	7	Disability Discrimination Act	2	0	0
Access	6	2	7	Disputed Ownership Of Packets	2	0	0
Office Closure	6	0	0	Office Closure	2	0	0
International Advice of Delivery Failure	5	3	27	Appearance	1	0	0
Delivery USO Failure	3	0	0	Postmark Errors	1	0	0
International Loss	2	1	28				
Industrial Action	1	0	0				
Postal Address/Postcodes	1	0	0				
Postmark Errors	1	0	0				

Annex B

WC	No. of Complaints	Number Paid	Recompense	WD	No. of Complaints	Number Paid	Recompense
Loss	1,589	956	23,187	Loss	2,371	1,680	36,417
Delay	565	400	2,782	Redirection Failure	1,051	728	3,867
Other	375	112	1,120	Mis-Delivery	629	247	837
Mis-Delivery	331	113	331	Delivery Procedures	443	136	454
Redirection Failure	284	174	1,370	Delay	432	248	1,702
Delivery Procedures	157	40	217	Other	362	121	2,319
RM Policy	97	36	488	Damage	222	127	4,204
International Substantial Delay	96	0	0	Redirection Centre Failure	106	9	51
Damage	73	42	2,321	Delivery Frequency	102	16	92
Delivery Frequency	64	7	24	Part Loss	87	48	1,459
Business Collections	62	7	70	RM Policy	65	23	259
Incorrect Return To Sender	54	22	103	Unconfirmed Delay/Loss	58	16	238
Redirection Centre Failure	49	5	17	Time Of Delivery	56	3	15
Part Loss	41	20	20,756	Keepsafe Failure	51	41	300
Unconfirmed Delay/Loss	40	9	114	Recovered Mail	41	7	478
Redirection Dispute	22	6	18	Incorrect Return To Sender	35	16	51
Surcharges/Customs	18	11	302	Business Collections	33	8	199
Proof of Delivery Failure	17	10	29	Redirection Dispute	26	7	62
Recovered Mail	17	4	6,769	Discourtesy	25	6	17
Time Of Delivery	16	1	10	Proof of Delivery Failure	17	7	20
Substantial Delay	14	12	88	Substantial Delay	17	13	119
Perceived Delay	10	0	0	Surcharges/Customs	17	10	36
Discourtesy	8	2	10	Property Damage	16	4	818
Posting Boxes	7	0	0	Driving/Accidents	13	4	388
Delay in Return to Sender	3	1	3	Keepsafe Centre Failure	11	3	16
Keepsafe Failure	3	3	35	Perceived Delay	10	1	19
Other Delivery Failure	3	1	15	P739 Failure	9	3	8
P739 Failure	3	2	15	Posting Boxes	9	1	3
Customer Service	2	1	29	International Substantial Delay	8	0	0
Disputed Ownership Of Packets	2	0	0	Other Delivery Failure	7	4	13
International Advice of Delivery Failure	2	0	0	Disputed Ownership Of Packets	3	1	33
Keepsafe Centre Failure	2	1	5	International Loss	3	2	89
Driving/Accidents	1	0	0	Postmark Errors	3	0	0
Fraudulent Redirections	1	0	0	Appearance	2	1	3
Postal Address/Postcodes	1	0	0	Fraudulent Redirections	2	0	0
Property Damage	1	0	0				

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WF	No. of Complaints	Number Paid	Recompense	WN	No. of Complaints	Number Paid	Recompense
Loss	3,274	2,330	48,972	Loss	2,618	1,902	34,862
Mis-Delivery	1,645	686	1,864	Mis-Delivery	786	218	585
Redirection Failure	967	663	3,230	Delay	566	274	3,749
Other	628	216	2,157	Redirection Failure	551	373	1,675
Delay	620	308	2,090	Delivery Procedures	412	106	494
Delivery Procedures	575	184	847	Other	344	106	695
Damage	433	290	7,846	Damage	248	156	5,076
Delivery Frequency	185	20	74	Delivery Frequency	140	15	44
Keepsafe Failure	114	95	627	Keepsafe Failure	74	54	399
Part Loss	112	68	1,175	Unconfirmed Delay/Loss	73	20	258
Redirection Centre Failure	90	16	163	Time Of Delivery	65	0	0
Unconfirmed Delay/Loss	80	20	738	Part Loss	63	29	262
Recovered Mail	76	19	4,258	RM Policy	63	19	77
Incorrect Return To Sender	74	26	90	Recovered Mail	52	12	231
RM Policy	68	22	84	Incorrect Return To Sender	43	17	73
Time Of Delivery	56	3	7	Redirection Centre Failure	43	4	21
Property Damage	48	16	953	Proof of Delivery Failure	37	14	386
Discourtesy	45	6	28	Property Damage	29	15	523
Surcharges/Customs	45	33	294	Discourtesy	28	6	21
Proof of Delivery Failure	39	20	110	Substantial Delay	26	18	200
Redirection Dispute	36	11	80	Business Collections	18	7	72
Substantial Delay	36	31	1,928	Redirection Dispute	18	7	60
Perceived Delay	29	3	10	Perceived Delay	17	2	12
Business Collections	27	3	31	Surcharges/Customs	16	7	22
P739 Failure	19	4	12	P739 Failure	12	4	30
				International Substantial Delay	8	0	0
Driving/Accidents	17	0	0	Posting Boxes	8	1	3
Keepsafe Centre Failure	13	4	21	Keepsafe Centre Failure	5	3	21
Other Delivery Failure	10	5	64				
International Substantial Delay	9	0	0	Access	4	0	0
Posting Boxes	9	2	5	Appearance	3	0	0
Customer Service	5	1	25	Customer Service	3	0	0
Fraudulent Redirections	5	0	0	Other Delivery Failure	3	2	7
Quality Of Service	3	1	3	Driving/Accidents	2	0	0
Access	2	0	0	Office Closure	2	0	0
Appearance	1	0	0	Collection USO Failure	1	0	0
Postal Address/Postcodes	1	0	0	Industrial Action	1	1	4

Annex B

WR	No. of Complaints	Number Paid	Recompense	WS	No. of Complaints	Number Paid	Recompense
Loss	2,098	1,515	27,733	Loss	3,060	2,168	45,555
Redirection Failure	905	626	3,169	Mis-Delivery	875	317	913
Mis-Delivery	823	302	881	Redirection Failure	575	390	1,746
Delay	555	336	2,614	Delay	537	318	2,418
Delivery Procedures	413	120	458	Delivery Procedures	451	124	487
Other	359	115	531	Other	388	136	746
Damage	253	176	7,797	Damage	334	197	3,705
Delivery Frequency	113	12	35	Delivery Frequency	123	20	52
Redirection Centre Failure	100	17	150	Part Loss	109	66	950
RM Policy	77	24	132	Redirection Centre Failure	85	15	174
Incorrect Return To Sender	64	27	106	Unconfirmed Delay/Loss	79	17	2,822
Keepsafe Failure	63	51	362	RM Policy	68	24	89
Part Loss	59	37	568	Keepsafe Failure	64	55	350
Unconfirmed Delay/Loss	50	15	381	Incorrect Return To Sender	49	14	38
Time Of Delivery	39	1	2	Recovered Mail	40	15	102
Recovered Mail	34	10	250	Time Of Delivery	40	3	7
Surcharges/Customs	32	21	89	Property Damage	36	16	725
Perceived Delay	30	1	4	Proof of Delivery Failure	31	14	47
Redirection Dispute	26	12	92	Redirection Dispute	27	10	55
Discourtesy	25	5	10	Surcharges/Customs	25	15	53
Substantial Delay	23	18	133	Discourtesy	24	5	28
Proof of Delivery Failure	22	9	26	Substantial Delay	20	13	83
Property Damage	17	10	835	Perceived Delay	19	1	2
Business Collections	15	5	50	Business Collections	13	1	6
Posting Boxes	15	1	3	Keepsafe Centre Failure	11	2	11
P739 Failure	11	6	17	Driving/Accidents	9	0	0
Customer Service	10	1	2	P739 Failure	9	4	16
Keepsafe Centre Failure	9	1	5	Posting Boxes	6	0	0
Driving/Accidents	8	1	3	Other Delivery Failure	5	2	10
International Substantial Delay	8	0	0	International Substantial Delay	4	0	0
Access	3	1	6	Customer Service	3	1	9
Other Delivery Failure	3	1	3	Disputed Ownership Of Packets	3	1	8
Postal Address/Postcodes	2	0	0	Postmark Errors	3	0	0
Quality Of Service	2	1	50	Quality Of Service	3	1	2
Delay in Return to Sender	1	0	0	Access	2	0	0
Disputed Ownership Of Packets	1	0	0	Delay in Return to Sender	2	1	3
International Loss	1	0	0	Appearance	1	0	0
Office Closure	1	0	0	Office Closure	1	0	0

Annex B

WV	No. of Complaints	Number Paid	Recompense	YO	No. of Complaints	Number Paid	Recompense
Loss	2,630	1,830	31,378	Loss	4,152	2,821	96,492
Mis-Delivery	1,198	417	1,149	Mis-Delivery	1,656	623	1,645
Redirection Failure	710	476	2,149	Delay	1,423	669	5,914
Delivery Procedures	634	195	686	Redirection Failure	1,183	782	3,518
Delay	592	326	2,233	Delivery Procedures	681	179	886
Other	428	129	547	Other	635	203	1,120
Damage	322	207	5,162	Damage	523	341	8,679
Delivery Frequency	174	13	35	Redirection Centre Failure	192	35	267
Incorrect Return To Sender	82	31	100	Part Loss	191	108	1,801
Keepsafe Failure	76	65	458	Delivery Frequency	162	21	75
Unconfirmed Delay/Loss	74	14	129	Keepsafe Failure	124	106	776
Recovered Mail	73	23	122	Unconfirmed Delay/Loss	119	28	726
RM Policy	71	24	327	RM Policy	114	42	247
Part Loss	70	38	806	Incorrect Return To Sender	70	36	125
Redirection Centre Failure	57	5	40	Time Of Delivery	68	4	12
Proof of Delivery Failure	37	20	67	Surcharges/Customs	64	49	176
Discourtesy	35	8	22	Perceived Delay	53	5	21
Time Of Delivery	35	3	12	Recovered Mail	49	15	308
Substantial Delay	31	20	129	Redirection Dispute	47	17	158
Surcharges/Customs	29	19	257	Discourtesy	46	7	28
Perceived Delay	28	2	33	Substantial Delay	43	28	201
Property Damage	23	13	2,035	Property Damage	34	15	372
Redirection Dispute	18	6	26	Proof of Delivery Failure	29	16	50
Driving/Accidents	12	5	27	Keepsafe Centre Failure	26	5	47
P739 Failure	12	7	23	Driving/Accidents	23	5	338
Keepsafe Centre Failure	10	2	11	Posting Boxes	21	2	25
Posting Boxes	10	2	31	P739 Failure	20	7	58
Business Collections	8	0	0	Other Delivery Failure	14	6	19
International Substantial Delay	6	0	0				
				Business Collections	9	2	11
Other Delivery Failure	4	0	0	International Substantial Delay	9	0	0
Access	2	1	3	Customer Service	8	4	45
Customer Service	2	2	31	Postmark Errors	4	0	0
Delay in Return to Sender	2	0	0	Delay in Return to Sender	3	2	32
Delivery USO Failure	2	0	0	Appearance	2	0	0
Disputed Ownership Of Packets	2	1	22				
Quality Of Service	2	1	3	Fraudulent Redirections	2	0	0
Appearance	1	0	0	Quality Of Service	2	1	3
Disability Discrimination Act	1	0	0	Access	1	1	3
				Delivery USO Failure	1	0	0
Fraudulent Redirections	1	0	0	Disputed Ownership Of Packets	1	0	0
Postal Address/Postcodes	1	0	0	Office Closure	1	1	2
Postmark Errors	1	1	2	Postal Address/Postcodes	1	0	0

Annex B

ZE	No. of Complaints	Number Paid	Recompense	Miscellaneous	No. of Complaints	Number Paid	Recompense
Loss	145	104	1,396	Loss	127,873	48,505	2,828,832
Delay	92	37	338	Delay	30,516	2,522	271,010
Damage	20	16	729	Other	28,463	1,049	483,888
Redirection Failure	17	11	48	International Loss	18,888	11,284	559,801
Other	15	5	39	International Substantial Delay	14,848	5,921	497,104
Part Loss	5	2	52	Damage	8,749	2,474	211,304
Delivery Procedures	4	3	8	Redirection Centre Failure	8,499	709	2,386
Mis-Delivery	4	0	0	RM Policy	7,058	970	126,026
Redirection Centre Failure	3	0	0	Part Loss	6,120	2,573	309,944
Substantial Delay	3	2	13	Mis-Delivery	5,668	1,216	4,089
Unconfirmed Delay/Loss	3	0	0	Unconfirmed Delay/Loss	3,909	530	37,978
Delivery Frequency	2	1	2	Delivery Procedures	3,740	4,592	15,429
Incorrect Return To Sender	2	0	0	Delivery Frequency	2,114	509	1,713
Access	1	0	0	Business Collections	2,026	60	6,447
International Substantial Delay	1	0	0	Surcharges/Customs	1,499	40	34,028
Perceived Delay	1	1	19	Incorrect Return To Sender	1,477	236	4,459
Posting Boxes	1	0	0	Redirection Failure	1,415	691	2,325
Property Damage	1	0	0	Perceived Delay	1,186	9	642
Redirection Dispute	1	0	0	Time Of Delivery	1,138	1,130	3,798
RM Policy	1	1	3	Recovered Mail	960	53	29,814
Surcharges/Customs	1	1	9	Substantial Delay	894	85	10,258
				Posting Boxes	778	78	264
				Redirection Dispute	532	83	280
				Customer Service	519	10	2,728
				Keepsafe Centre Failure	475	82	277
				Proof of Delivery Failure	468	62	884
				Discourtesy	458	105	353
				Keepsafe Failure	358	318	1,070
				Access	233	3	13
				Property Damage	203	386	1,299
				Driving/Accidents	193	416	1,399
				Delay in Return to Sender	139	23	3,571
				International Advice of Delivery Failure	133	28	523
				P739 Failure	132	82	276
				Disputed Ownership Of Packets	113	13	3,784
				Industrial Action	94	2	49
				Postmark Errors	65	6	197
				Appearance	62	1	3
				Fraudulent Redirections	43	1	2
				Other Delivery Failure	36	11	78
				Office Closure	27	1	2
				Quality Of Service	24	0	0
				Postal Address/Postcodes	11	0	0
				Delivery USO Failure	6	2	10
				Disability Discrimination Act	3	0	0
				Collection USO Failure	1	0	0