

**Consumer Complaints Report compiled pursuant to regulation 9 of the
Postal Services (Consumer Complaints Handling Standards)
Regulations 2008**

Basis of Complaint	Number of complaints received from relevant consumers in the 12 months to 31st March 2011	Number of complaints received and completed from relevant consumers in the 12 months to 31st March 2011
Incorrectly Delivered	20	20
Courier Issue	9	9
Delayed Mail	7	7
Delivery Issue	5	5
Failed Delivery	2	2
Customer Error	2	2
Damaged Item	2	2