

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

Basis of complaint	No of complaints received from relevant consumers in the 12 months to 31 March 2010	No of complaints received and completed from relevant consumers in the 12 months to 31 March 2010
Incorrectly Delivered	22	22
Courier Issue	8	8
Delayed Mail	6	6
Delivery Issue	5	5
Failed Delivery	3	3
Customer Error	2	2
Damaged Item	2	2
RTS issues	1	1