



## Consumer Complaints Report

Compiled pursuant to regulation 9 of the Postal Services (Consumer Handling Standards) Regulation 2008

Basis of Complaint	No. of complaints received from consumers - 31/03/2009 - 31/03/2010	No. of received and resolved complaints from relevant consumers - 31/03/2009 - 31/03/2010
LATE RECEIPT	0	0
NON RECEIPT	1	1
MIS-DELIVERED	1	1
OTHER	0	0