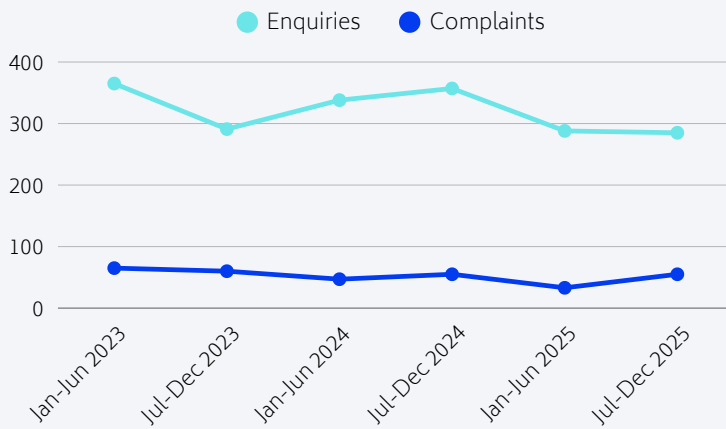


Key Findings on Complaints & Enquiries for July – December 2025

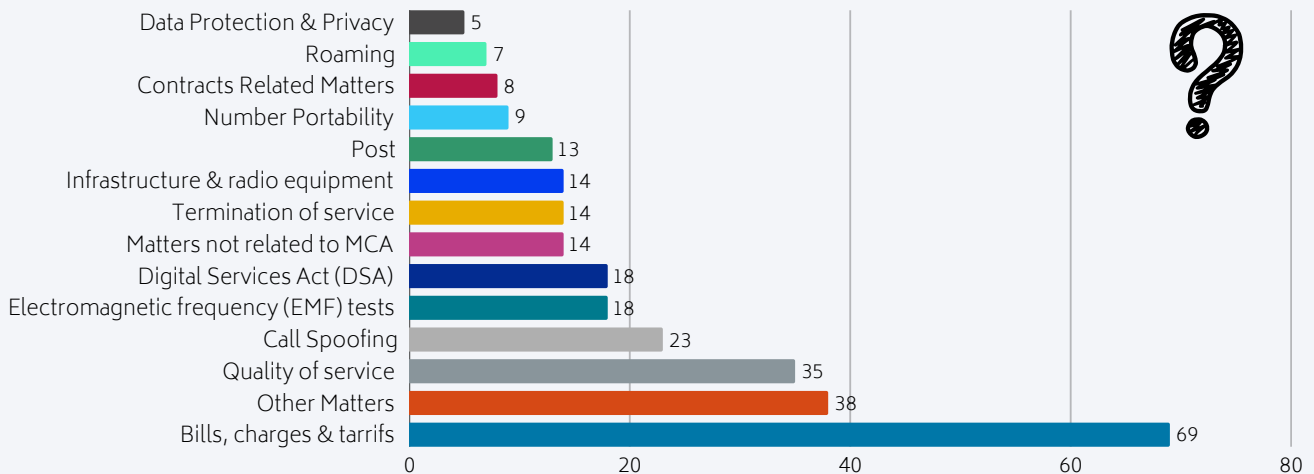
This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

Complaints & Enquiries 2023 - 2025

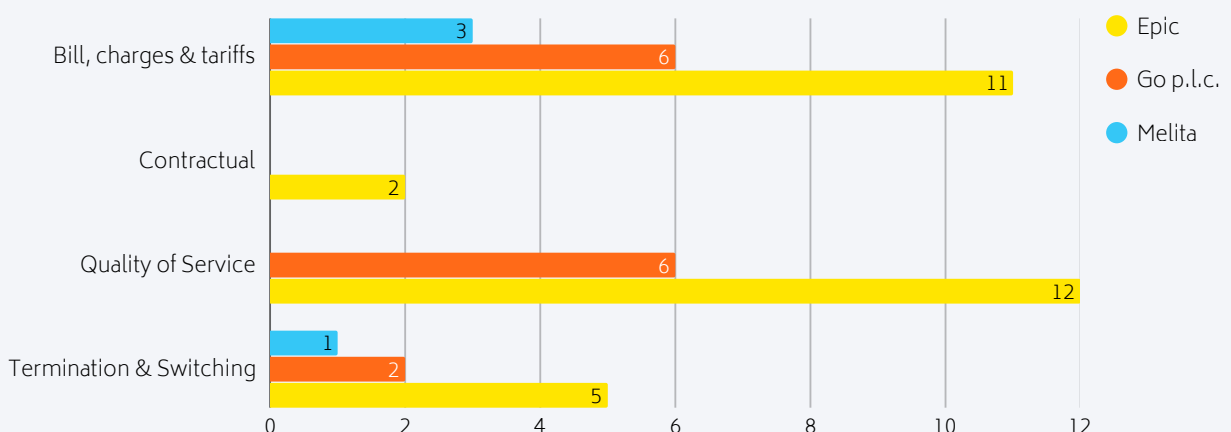


In the 2nd half of 2025, the MCA received 55 complaints: a **67% rise** from the 33 received in the 1st half of 2025. Despite this rise, the overall annual trend over the past three years continues to show a **decline**. Enquiries decreased slightly, **falling by 1%**.

Type of Enquiries received Jul-Dec 2025



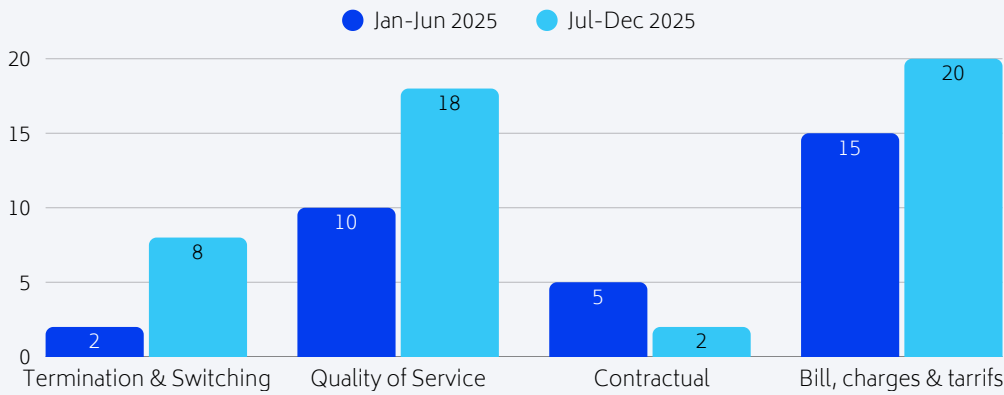
Complaints by Category by Provider - ECS



Key Findings on Complaints & Enquiries for July – December 2025

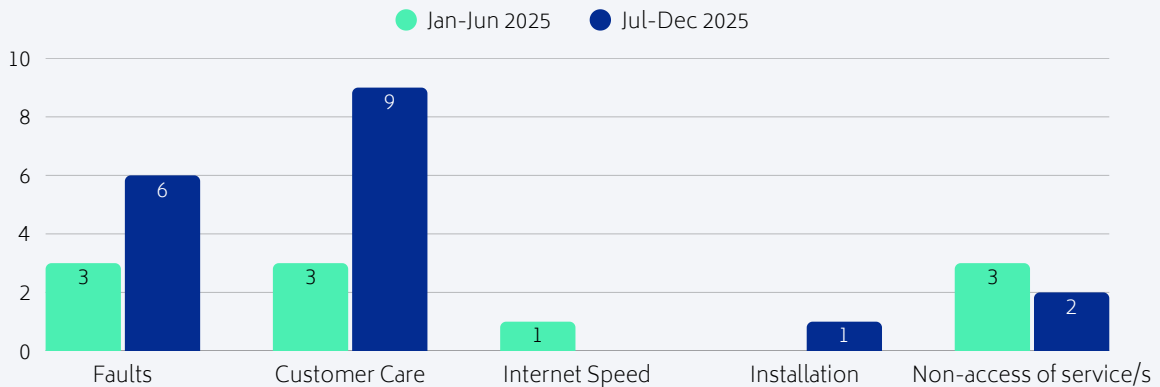
This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

Category of ECS complaints received Jul-Dec 2025

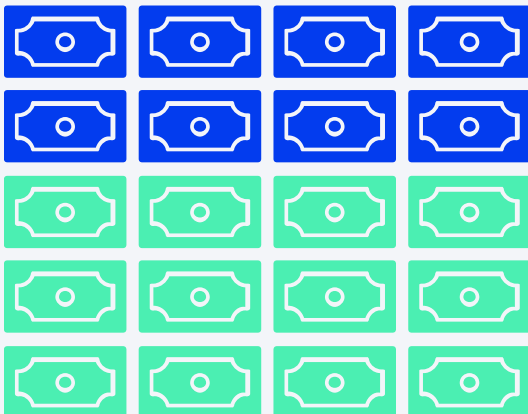


The most common type of complaint reported to the MCA was **billing**. The MCA received **5 more** billing complaints in the 2nd half of 2025 compared to the previous period.

Quality of Service complaints received Jan-Jun 2025 & Jul-Dec 2025



Billing complaints received classified by justification Jul-Dec 2025



8 of 20 Justified

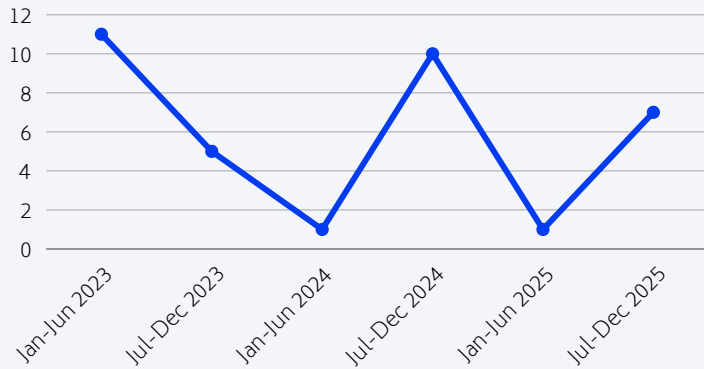
A complaint is deemed **justified** when an investigation confirms that the complainant's concerns **are valid** and a shortcoming on the part of the service provider has occurred.

Conversely, if the investigation determines that the service provider acted appropriately, the complaint is classified as **unjustified**.

Key Findings on Complaints & Enquiries for July – December 2025

This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

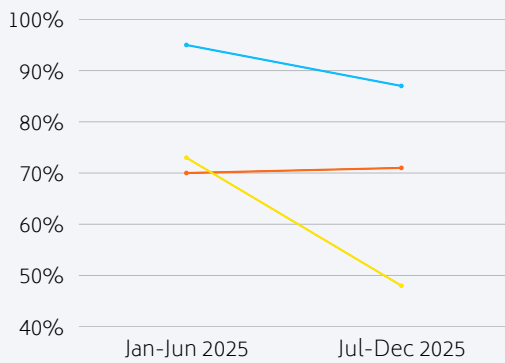
Postal Complaints 2023 – 2025



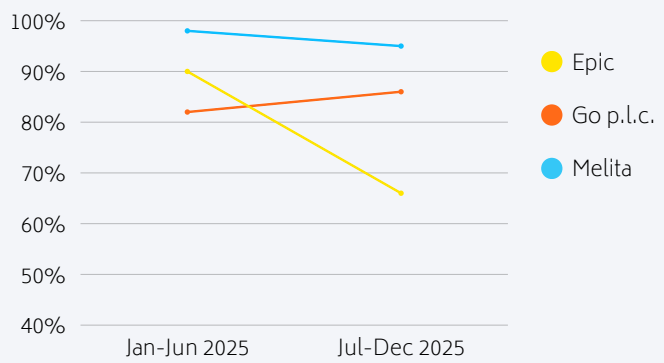
The MCA noticed an **increase** in the postal complaints in the 2nd half of 2025. Despite this increase, **the overall annual trend over the past three years continues to show a decline.**

Calls answered within 2 and 5 minutes by service provider

Answered under 2 minutes



Answered under 5 minutes



Calls answered within 2 and 5 minutes by MaltaPost

Answered under 2 minutes



Answered under 5 minutes

