

Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified¹ or others²) reported on a cumulative basis from January till November 2012.

Number of complaints pertaining to January-November 2012

	Name of Trader															
Sector	GO		Melita		Ozone		Red Touch		SIS		Vodafone		DHL		MaltaPost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	-	8	1	18	-	-	-	-	-	-	-	-	-	-	-	-
Fixed	13	18	4	9	2	-	-	-	1	-	-	-	-	-	-	-
Internet	4	10	15	13	-	-	-	-	-	-	-	4	-	-	-	-
Mobile	12	23	9	21	-	-	-	2	-	-	6	15	-	-	-	-
TV	1	13	5	8	-	-	-	-	-	-	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	-	-	-	-	-	1	4	6

In addition to the figures reported in the above table, the Authority received further 51 complaints from January to November 2012. These complaints are not included in the table above as they do not relate to a specific service offered by a service provider authorised with the Authority.

¹ Justified complaints are complaints where the Authority had sufficient evidence available at hand for further investigation or remedial action to be taken.

² Others are complaints where grounds to proceed with investigation or take action on consumer claims were not identified.

Table 2 illustrates the outcome status of justified complaints for each operator reported in November 2012 only.

Number of justified complaints pertaining to November 2012

	Outcome Status											
Name of Trader		Solved		Prov	rided inform	ation	Referred		Reported			
	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+		
GO	1	1	-	-	1	-	-	-	-	-	3	
Melita	-	-	-	-	-	1	-	-	-	-	1	
MaltaPost	-	-	-	-	-	-	-	-	-	1	1	