

## Royal Mail Annual Consumer Complaints & Compensation Scheme Reports 2013/14 (CP3.3.14, CP3.3.15 and CP4.3.1)

The complaints and compensation figures for Royal Mail for 2013/14 (as required by Ofcom's regulatory conditions CP3.3.14, CP3.3.15 and CP4.3.1) are detailed in the following tables. It is important to bear in mind when considering these that Royal Mail is required to record any expression of dissatisfaction as a complaint. This includes phone calls, letters, emails and online forms. This means we are obliged to record some matters as complaints even where Royal Mail is not at fault.

The overwhelming majority of all mail is safely and correctly delivered by our postmen and women. With 14.3 billion of items of mail handled by Royal Mail in 2013/14, there was one complaint for around every 16,300 items of mail delivered by Royal Mail. We take every complaint seriously and continually strive to provide the best possible service. If something goes wrong, our aim is to promptly deal with the problem and rectify it as soon as possible.

There has been a decline in consumer complaints received and completed, with the 2013/14 total of 735,637 just under 15% below the previous year's total of 862,174. There was continued focus on both reducing the causes of complaints and making it quicker and simpler for customers with a problem to access help.

### CP 3.3.15a) Consumer Complaints Report

The number of consumer complaints which were received in 2013/14<sup>1</sup>, which had not become completed complaints

Category Of Consumer Complaint	Received but did not become completed complaints
Loss	3,760
P739 Failure	597
Redirection	697
Mis-Delivery	267
Delivery Procedure Errors	267
Redelivery Failure	244
Delay	145
Damage	390
Proof of Delivery Failure	177
Part Loss	237
Other	4,139
<b>Grand Total</b>	<b>10,920</b>

Note: The definition of a consumer complaint is a complaint from, or on behalf, of a consumer of a regulated postal service who is not a contract customer.

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<sup>1</sup> 01/04/2013 to 30/03/2014

### CP3.3.15b) Consumer complaints report

The number of consumer complaints which were received in 2013/14<sup>2</sup>, which had become completed complaints.

Category Of Consumer Complaint	Received and became completed complaints
Loss	232,819
P739 Failure	80,954
Redirection	77,536
Mis-Delivery	62,956
Delivery Procedure Errors	50,454
Redelivery Failure	39,040
Delay	34,422
Damage	26,793
Proof of Delivery Failure	19,723
Part Loss	16,760
Other	94,180
<b>Grand Total</b>	<b>735,637</b>

Note: The definition of a consumer complaint is a complaint from, or on behalf, of a consumer of a regulated postal service who is not a contract customer.  
The report covers the period 01/04/2013 to 30/03/2014.

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<sup>2</sup> 01/04/2013 to 30/03/2014

#### CP 4.3.1 Operation of the compensation scheme for 2013/14

Category of Complaint	Number of Complaints Received	Number Paid	Recompense
Loss	273,530	182,336	£3,809,415
P739 Failure	91,662	2,499	£20,031
Redirection	84,022	12,214	£230,995
Delay	67,708	56,707	£484,621
Mis-Delivery	65,634	2,564	£14,364
Delivery Procedure Errors	53,782	2,754	£20,368
Redelivery Failure	39,573	1,485	£9,255
Damage	29,950	9,466	£197,491
Proof of Delivery Failure	21,111	15,245	£39,818
Part Loss	19,006	6,795	£125,500
Other	131,744	32,122	£1,007,844
<b>Grand Total</b>	<b>877,722</b>	<b>324,187</b>	<b>£5,959,703</b>

Note:

The 'Recompense' figure includes payments made to all customers (consumer and business) in accordance with the product terms and conditions, the regulatory compensation scheme for delay, and any goodwill payments made in respect of customer complaints received.

All recompense figures are rounded to the nearest pound.

The report covers the period 01/04/2013 to 30/03/2014.