

## **Monthly Consumer Complaints Report**

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified<sup>1</sup> or others<sup>2</sup>) reported on a cumulative basis from January till April 2013.

## Number of complaints pertaining to April 2013

Sector	Name of Trader										
	GO		Melita		Red Touch		Vodafone		MaltaPost		
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	
Bundle	3	2	1	4	-	-	-	-	-	-	
Fixed	6	4	3	5	-	-	-	-	-	-	
Internet	5	2	-	5	-	-	-	-	-	-	
Mobile	1	7	6	8	-	1	1	4	-	-	
TV	-	1	3	7	-	-	-	-	-	-	
Post	-	-	-	-	-	-	-	-	2	2	

<sup>&</sup>lt;sup>1</sup> Justified complaints are complaints where the Authority had sufficient evidence available at hand for further investigation or remedial action to be taken.

In addition to the figures reported in the above table, the Authority received further 15 complaints from January to April 2013. 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.

 $<sup>^{2}</sup>$  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 April 2013 only.

## Number of justified complaints pertaining to April 2013

Name of Trader	Outcome Status										
	Solved			Provided information			Referred	Pending			Reported
	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+	
GO	2	1	-	-	-	-	-	-	-	-	3
Melita	3	-	-	-	1	-	-	-	-	-	4
MaltaPost	1	-	-	-	-	-	-	-	-	-	1