

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 December 2012.

Number of complaints pertaining to January-December 2012

Sector	Name of Trader																
	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	-	9	1	18	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed	14	19	5	9	2	-	-	-	1	-	-	-	-	-	-	-	-
Internet	5	10	15	13	-	-	-	-	-	-	-	4	-	-	-	-	-
Mobile	12	25	10	22	-	-	-	2	-	-	7	15	-	-	-	-	-
TV	1	13	5	8	-	-	-	-	-	-	-	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	-	-	-	-	-	1	6	9	

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.

In addition to the figures reported in the above table, the Authority received further 54 complaints from January to December 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.

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

Number of justified complaints pertaining to December 2012

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