

Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified¹ or others²) reported in January 2012.

Number of Complaints pertaining to January 2012										
Sector	Name of Trader									
	GO		Melita		Red Touch		Vodafone		Maltapost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	-	-	-	1	-	-	-	-	-	-
Fixed	2	3	1	2	-	-	-	-	-	-
Internet	-	2	1	1	-	-	-	1	-	-
Mobile	1	1	-	-	-	1	-	-	-	-
TV	-	-	1	-	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	1	-

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.

