

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 July 2012.

Number of complaints pertaining to January-July 2012

	Name of Trader													
Sector	GO		Melita		Ozone		Red Touch		Vodafone		DHL		MaltaPost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	-	5	1	8	-	-	-	-	-	-	-	-	-	-
Fixed	12	9	3	7	1	-	-	-	-	-	-	-	-	-
Internet	2	6	12	10	-	-	-	-	-	4	-	-	-	-
Mobile	10	10	7	10	-	-	-	1	3	7	-	-	-	-
TV	1	10	4	7	-	-	-	-	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	-	-	-	1	3	6

In addition to the figures reported in the above table, the Authority received further 27 complaints from January to July 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 July 2012 only.

Number of justified complaints pertaining to July 2012

Name of Trader	Outcome Status										
		Solved		Provided information			Referred	Pending			Reported
	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+	
GO	5	-	-	2	-	-	-	-	-	-	7
Melita	2	3	-	-	-	-	-	-	-	-	5