

Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified¹ or others²) reported in January 2013.

Number of complaints pertaining to January 2013

Sector	Name of Trader								
	GO		Melita	1	Vodafone				
	Justified	Others	Justified	Others	Justified	Others			
Bundle	-	-	-	1	-	-			
Fixed	2	2	-	-	-	-			
Internet	2	-	-	1	-	-			
Mobile	-	3	1	1	1	-			
TV	-	1	-	1	-	-			
Post	-	-	-	-	-	-			

In addition to the figures reported in the above table, the Authority received further 3 complaints in January 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.

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 January 2013 only.

Number of justified complaints pertaining to January 2013

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