

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 March 2013

Number of complaints pertaining to March 2013

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

In addition to the figures reported in the above table, the Authority received further 10 complaints from January to March 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.

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 March 2013 only.

Number of justified complaints pertaining to March 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	7	-	-	-	-	-	-	-	-	-	7
MaltaPost	-	1	-	-	-	-	-	-	-	-	1