

**Consumer Complaints Report compiled pursuant to regulation 9 of the
Postal Services (Consumer Complaints Handling Standards) Regulations 2008**

Basis of complaint	No of complaints received from relevant consumers in the 12 months to 31 March 2010	No of received and completed complaints from relevant consumers in the 12 months to 31 March 2010
Security	One	One
Mis-delivery	-	-
Non receipt	-	-