

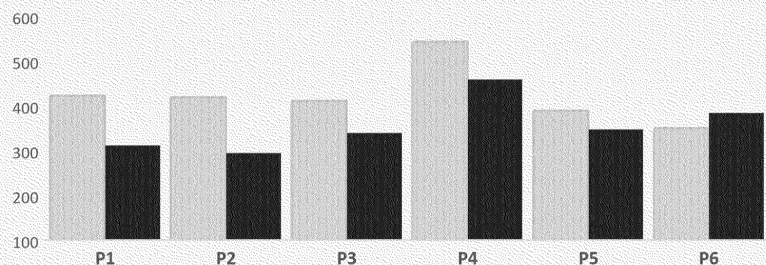
Postmaster Complaints Analysis – H1 FY23/24



The volume of complaints in the first half of this financial year are **16%** lower than the first half last year

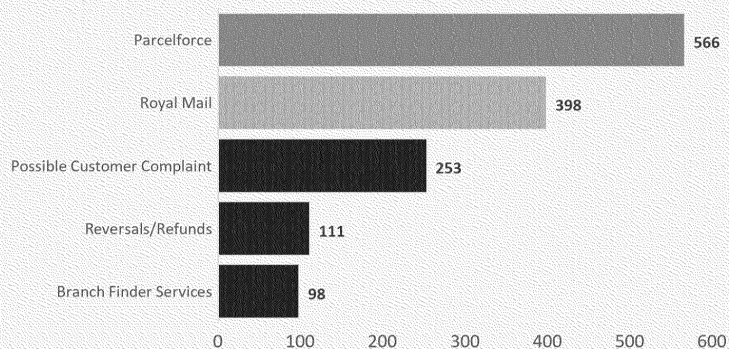
FY23/24 volumes have been lower than FY22/23 in all except 1 period so far this financial year

■ FY23/24



The top 5 complaints drivers represent **67%** of complaints received so far this year to date

Top 5 Complaint Drivers for FY23/24

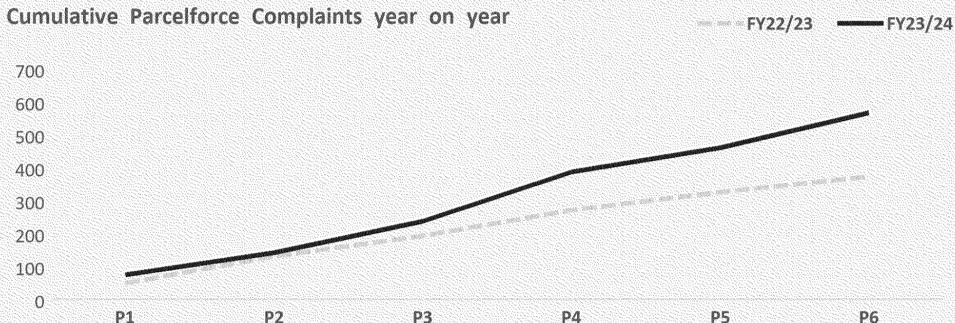


45% of all postmaster complaints this year have related to either Parcelforce or Royal Mail.

Whilst Royal Mail related complaints are slightly elevated (+5% vs FY22/23), Parcelforce volumes are significantly higher (+53% vs FY22/23).

The graph below shows the cumulative Parcelforce related complaints received during the first half of this year vs last year with volumes diverging from P3 onwards.

Cumulative Parcelforce Complaints year on year



When analysing this further we can see that 97% of complaints from postmasters regarding Parcelforce relate to failed or late collections in branch. These may offer the best opportunity to reduce the volume of complaints raised during the course of the next half of this year.

