

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings October 2015
Communications Portfolio
Australia Post

Question No: 141

Australia Post

Hansard Ref: Written, 29/10/2015

Topic: Complaints

Senator Urquhart, Anne asked:

Can you also give a comparison of the number of complaints year on year for each business area for the past five years?

Answer:

Australia Post implemented a new Customer Relationship Management (CRM) recording system 'MyCustomers' powered by Salesforce Service cloud in October 2014 and has, since that time, been able to split and record product specific complaint numbers.

The number of complaints received over the last five years has fluctuated aligned with changes in product mix and service standards. These are as follows:

Year	Volume
11/12	505,136
12/13	452,085
13/14	553,076
14/15	656,738
15/16 YTD *	271,316

*includes previously untracked complaint volumes eg Social Media, Email & Portal available through our new CRM

The following shows a breakdown of complaints by category, based on 15/16 YTD results.

Category	Percentage
Domestic Parcels	52%
Domestic Letters	24%
International Parcels	15%
Web & Apps	4%
Post Office & Hub Services	3%
International Letters	1%
Travel & ID	1%
Money & Insurance	<1%