

Forms Issued 2004-2005

	Total number of complaint forms issued by month	Newspapers	Magazines	Percentage of forms issued but not returned
October-04	62	47	15	53
November-04	63	52	11	43
December-04	38	20	18	47
January-05	41	31	10	44
February-05	41	31	10	39
March-05	48	24	24	35
April-05	36	25	11	50
May-05	28	14	14	50
June-05	21	12	9	57
July-05	23	17	6	52
August-05	18	10	8	55
September-05	34	20	14	44

This table details the monthly total number of forms issued and the type of publication to which they refer. It also highlights the percentage of complaint forms that are not returned.

Complaints Progression 2004-2005

	Complaints at Stage 1	Complaints at Stage 2	Complaints at Stage 3
October-04	66	6	2
November-04	64	6	4
December-04	64	7	4
January-05	52	5	1
February-05	52	3	1
March-05	52	5	3
April-05	44	2	3
May-05	37	1	0
June-05	25	1	0
July-05	26	1	0
August-05	28	1	1
September-05	36	2	1

This table details the number of complaints at each stage of the ISSA process on the 1st of the month.

Complaints by ISSA Sections 2004-2005

Percentage of complaints issued

	Total number of complaint forms issued	Customer Service	Delivery - Timeliness	Delivery – Quality	Invoicing	Order Supply Management	Unsold Management	Voucher Processing
October-04	62	27	33	28	2	6	4	0
November-04	63	27	32	31	1	4	4	1
December-04	38	29	29	26	0	4	12	0
January-05	41	27	34	21	4	2	11	1
February-05	41	22	36	28	0	6	7	1
March-05	48	28	29	24	0	7	11	1
April-05	36	32	29	22	4	6	7	0
May-05	28	28	30	22	0	7	12	1
June-05	21	24	23	20	0	10	13	10
July-05	23	31	27	17	5	17	3	0
August-05	18	31	30	26	2	9	2	0
September-05	34	27	30	26	1	7	9	0

This table details the percentage of complaints received each month relating to the ISSA sections as detailed in the ISSA Agreement.