

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		Crossbreaks																
		Methodology			Fieldwork period									Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	<b>7%</b>	3%	11%	7%	8%	8%	8%	6%	10%	6%	7%	6%	9%	11%	9%	7%	
	<i>n</i>	<b>237</b>	25	212	123	114	13	41	38	31	47	33	34	91	146	44	67	
	<i>Column Comparisons</i>	-		A	-	-								a	c D	D	d	
	<i>% within column</i>	<b>89%</b>	96%	85%	89%	90%	89%	89%	90%	89%	88%	91%	90%	90%	88%	83%	92%	
<b>No</b>	<i>n</i>	<b>2,909</b>	895	2,014	1,485	1,424	140	445	461	439	464	455	505	1,442	1,467	325	998	
	<i>Column Comparisons</i>	-		B	-	-											A B	
	<i>% within column</i>	<b>3%</b>	1%	4%	3%	3%	3%	3%	2%	5%	2%	2%	4%	3%	3%	6%	2%	
<b>I don't know</b>	<i>n</i>	<b>103</b>	13	90	55	48	4	15	12	24	9	16	23	45	58	26	21	
	<i>Column Comparisons</i>	-		A	-	-										C d e	C d e	
<b>Column n</b>		<b>3,249</b>	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,086	
<b>Column Names</b>		<b>A</b>	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2557 (79%)

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

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QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating	Crossbreaks										
	Age		SEG based on CIE occupation			Working status		UK nation			
	65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Irel- and
<b>Yes</b>	3%	6%	6%	11%	4%	8%	7%	8%	5%	7%	3%
<i>% within column</i>											
<i>n</i>	18	15	89	117	31	131	101	171	24	30	12
<i>Column Comparisons</i>				A C				D		d	
<i>% within column</i>	96%	93%	92%	85%	94%	89%	90%	89%	91%	91%	95%
<b>No</b>	465	260	1,283	980	646	1,457	1,436	1,818	403	339	349
<i>n</i>											
<i>Column Comparisons</i>	A B c	a b	B		B						A
<i>% within column</i>	1%	1%	2%	4%	2%	4%	3%	3%	3%	2%	2%
<b>I don't know</b>	5	5	37	53	13	60	43	69	16	8	10
<i>n</i>											
<i>Column Comparisons</i>				a c							
<b>Column n</b>	488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>	D	E	A	B	C	A	B	A	B	C	D

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Ofcom Residential Postal Tracker (Jan-Jun 2016)

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		Crossbreaks																
		Methodology						Fieldwork period						Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	4%	2%	5%	3%	4%	8%	3%	2%	2%	4%	4%	4%	3%	4%	5%	5%	2%
	<i>n</i>	104	11	93	45	59	10	16	9	10	20	19	20	37	67	24	50	23
	<i>Column Comparisons</i>	-		A	-	-	e f									c d e	c D e	
<b>No</b>	<i>% within column</i>	94%	97%	92%	94%	94%	88%	95%	96%	94%	94%	95%	93%	95%	94%	91%	91%	96%
	<i>n</i>	3,075	908	2,167	1,576	1,499	141	476	494	465	494	476	529	1,512	1,563	354	918	1,045
	<i>Column Comparisons</i>	-	B		-	-			c									A B
<b>I don't know</b>	<i>% within column</i>	2%	2%	3%	3%	2%	4%	2%	2%	4%	1%	2%	3%	2%	2%	4%	3%	2%
	<i>n</i>	70	14	56	42	28	6	9	8	19	6	9	13	29	41	17	32	18
	<i>Column Comparisons</i>	-		a	-	-										d e	d e	
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

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		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		65-74 years	75+	ABC1	C2DE	Retired	Work-ing	Not working	NET: Eng-land	NET: Scotl-and	Wales	North-ern Ire-l-and
<b>Yes</b>	<i>% within column</i>	1%	2%	3%	5%	1%	4%	3%	4%	1%	2%	2%
	<i>n</i>	3	4	42	54	8	64	39	84	6	7	7
	<i>Column Comparisons</i>			c	a C				b c d			
	<i>% within column</i>	99%	98%	95%	91%	98%	93%	96%	94%	97%	97%	96%
<b>No</b>	<i>n</i>	484	274	1,341	1,056	678	1,536	1,519	1,926	429	365	355
	<i>Column Comparisons</i>	A B c	A B	B		a B		a		a	a	
	<i>% within column</i>	0%	0%	2%	3%	1%	3%	1%	2%	2%	1%	2%
<b>I don't know</b>	<i>n</i>	1	2	26	40	4	48	22	48	8	5	9
	<i>Column Comparisons</i>			c	a C		b					
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

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Ofcom Residential Postal Tracker (Jan-Jun 2016)

QF4: A 1st class stamp currently costs 63p. How would you rate Royal Mail's 1st class service in terms of value for money?		Crossbreaks															
		Methodology			Fieldwork period									Gender		Age	
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years
<b>Very good</b>	% within column	26%	32%	21%	25%	26%	25%	26%	24%	24%	29%	24%	26%	27%	25%	29%	28%
	n	796	304	492	393	403	36	122	119	116	148	121	134	402	394	106	259
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	-	-	-	d	D
	% within column	38%	39%	37%	39%	37%	44%	40%	38%	36%	36%	39%	37%	39%	37%	39%	38%
<b>Fairly good</b>	n	1,261	366	895	648	613	67	205	201	175	197	196	220	612	649	153	383
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	19%	14%	23%	19%	19%	17%	17%	19%	22%	20%	20%	18%	20%	19%	19%	20%
<b>Neither good nor poor</b>	n	634	126	508	326	308	29	89	98	110	96	108	104	318	316	78	201
	Column Comparisons	-	-	A	-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	12%	11%	13%	12%	12%	9%	12%	14%	12%	11%	12%	12%	9%	15%	10%	10%
<b>Fairly poor</b>	n	394	96	298	210	184	15	59	68	68	57	54	73	159	235	45	112
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	A	-	-
	% within column	4%	3%	5%	4%	4%	5%	4%	4%	4%	4%	4%	5%	5%	4%	2%	4%
<b>Very poor</b>	n	136	35	101	71	65	8	22	23	18	20	22	23	73	63	8	38
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	0%	2%	1%	1%	1%	1%
<b>I don't know</b>	n	28	6	22	15	13	2	4	2	7	2	3	8	14	14	5	7
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	64%	71%	58%	64%	64%	69%	67%	63%	60%	65%	63%	63%	66%	62%	67%	65%
<b>NET: Good</b>	n	2,057	670	1,387	1,041	1,016	103	327	320	291	345	317	354	1,014	1,043	259	642
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	-	-	-	d e	d e
	% within column	16%	14%	18%	16%	16%	14%	16%	18%	16%	15%	16%	17%	14%	19%	12%	14%
<b>NET: Poor</b>	n	530	131	399	281	249	23	81	91	86	77	76	96	232	298	53	150
	Column Comparisons	-	-	a	-	-	-	-	-	-	-	-	-	-	A	-	-
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B

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		Crossbreaks											
		Age			SEG based on CIE occupation			Working status		UK nation			
		45-64 years	65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Ire- land
QF4: A 1st class stamp currently costs 63p. How would you rate Royal Mail's 1st class service in terms of value for money?													
<b>Very good</b>	% within column	26%	18%	23%	25%	28%	21%	28%	23%	25%	22%	24%	41%
	n	272	95	64	336	314	146	431	359	480	96	91	129
	Column Comparisons					c		b					A B C
	% within column	39%	38%	34%	41%	35%	36%	39%	37%	38%	41%	42%	35%
<b>Fairly good</b>	n	431	191	103	589	412	260	655	602	780	186	157	138
	Column Comparisons				b								
	% within column	18%	21%	19%	18%	19%	22%	18%	20%	20%	19%	18%	13%
<b>Neither good nor poor</b>	n	198	104	53	256	229	149	305	324	423	84	72	55
	Column Comparisons									d			
	% within column	11%	16%	18%	11%	11%	15%	11%	13%	12%	13%	10%	10%
<b>Fairly poor</b>	n	129	68	40	171	133	90	193	196	262	55	33	44
	Column Comparisons		b	a b c									
	% within column	5%	5%	5%	3%	5%	6%	3%	5%	4%	4%	6%	1%
<b>Very poor</b>	n	50	24	16	48	49	39	55	81	93	17	21	5
	Column Comparisons							a	d		d		
	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
<b>I don't know</b>	n	6	6	4	9	13	6	9	18	20	5	3	0
	Column Comparisons												
	% within column	65%	56%	57%	67%	63%	57%	67%	61%	63%	64%	66%	76%
<b>NET: Good</b>	n	703	286	167	925	726	406	1,086	961	1,260	282	248	267
	Column Comparisons	d e			C	c		b					A B c
	% within column	16%	21%	24%	15%	16%	21%	14%	18%	17%	17%	15%	11%
<b>NET: Poor</b>	n	179	92	56	219	182	129	248	277	355	72	54	49
	Column Comparisons		a b	A b c			a b		a				
<b>Column n</b>		1,086	488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		C	D	E	A	B	C	A	B	A	B	C	D

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QF5: A 2nd class stamp currently costs 54p. How would you rate Royal Mail's 2nd class service in terms of value for money?		Crossbreaks															
		Methodology			Fieldwork period									Gender		Age	
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years
<b>Very good</b>	% within column	22%	29%	17%	22%	22%	21%	23%	21%	26%	20%	21%	23%	21%	23%	24%	
	n	681	271	410	333	348	29	97	107	100	133	99	116	337	344	81	224
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	-	-	-	-	d
<b>Fairly good</b>	% within column	34%	36%	33%	35%	33%	35%	39%	32%	34%	33%	32%	34%	34%	34%	35%	34%
	n	1,145	340	805	590	555	52	198	173	167	188	169	198	550	595	140	348
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Neither good nor poor</b>	% within column	22%	15%	26%	21%	22%	25%	18%	21%	22%	20%	23%	24%	23%	20%	20%	23%
	n	715	138	577	368	347	43	94	114	117	97	119	131	359	356	79	239
	Column Comparisons	-	-	A	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Fairly poor</b>	% within column	15%	13%	16%	15%	15%	10%	14%	16%	16%	15%	18%	12%	13%	17%	15%	13%
	n	461	126	335	240	221	19	71	74	76	70	82	69	202	259	64	127
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	a	-	-
<b>Very poor</b>	% within column	7%	5%	8%	7%	6%	7%	7%	7%	5%	6%	6%	7%	7%	6%	6%	6%
	n	211	44	167	111	100	11	37	37	26	28	32	40	116	95	24	56
	Column Comparisons	-	-	a	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>I don't know</b>	% within column	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%	2%	1%	2%	2%	1%
	n	36	14	22	21	15	3	4	6	8	4	3	8	14	22	7	6
	Column Comparisons	-	-	-	-	-	-	-	-	h	-	-	-	-	-	-	-
<b>NET: Good</b>	% within column	56%	65%	50%	56%	56%	56%	60%	55%	54%	59%	52%	55%	56%	56%	57%	58%
	n	1,826	611	1,215	923	903	81	295	280	267	321	268	314	887	939	221	572
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>NET: Poor</b>	% within column	21%	18%	23%	21%	21%	18%	21%	23%	21%	21%	24%	19%	20%	22%	21%	19%
	n	672	170	502	351	321	30	108	111	102	98	114	109	318	354	88	183
	Column Comparisons	-	-	a	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B

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		45-64 years	65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Ire- land
QF5: A 2nd class stamp currently costs 54p. How would you rate Royal Mail's 2nd class service in terms of value for money?													
<b>Very good</b>	% within column	21%	16%	24%	21%	24%	20%	23%	20%	21%	18%	20%	37%
	n	222	85	69	278	261	142	363	312	406	80	78	117
	Column Comparisons												A B C
<b>Fairly good</b>	% within column	35%	35%	28%	36%	33%	31%	34%	34%	33%	40%	39%	35%
	n	391	179	87	520	392	233	580	562	684	178	145	138
	Column Comparisons												
<b>Neither good nor poor</b>	% within column	21%	22%	20%	22%	21%	22%	22%	21%	22%	20%	23%	16%
	n	233	108	56	320	247	148	376	335	475	89	90	61
	Column Comparisons									d		d	
<b>Fairly poor</b>	% within column	13%	19%	21%	14%	14%	18%	14%	16%	15%	13%	12%	9%
	n	143	79	48	201	155	105	222	236	324	56	41	40
	Column Comparisons		b c	b c						d			
<b>Very poor</b>	% within column	7%	6%	6%	6%	7%	7%	6%	7%	7%	8%	6%	3%
	n	86	29	16	83	78	50	97	110	143	33	22	13
	Column Comparisons									d	d		
<b>I don't know</b>	% within column	1%	2%	1%	1%	2%	2%	1%	2%	1%	2%	0%	0%
	n	11	8	4	7	17	12	10	25	26	7	1	2
	Column Comparisons					a	a		a				
<b>NET: Good</b>	% within column	56%	51%	53%	57%	57%	51%	58%	54%	55%	58%	59%	72%
	n	613	264	156	798	653	375	943	874	1,090	258	223	255
	Column Comparisons												A B c
<b>NET: Poor</b>	% within column	21%	25%	27%	20%	21%	25%	19%	23%	22%	21%	18%	12%
	n	229	108	64	284	233	155	319	346	467	89	63	53
	Column Comparisons							a	D	d			
<b>Column n</b>		1,086	488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		C	D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2534 (78%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:



Ofcom Residential Postal Tracker (Jan-Jun 2016)

QG3_7: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage		Crossbreaks													
		Methodology			Fieldwork period									Gender	
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female
<b>Very satisfied</b>	% within column	18%	30%	10%	15%	21%	14%	16%	14%	16%	20%	18%	25%	18%	18%
	n	510	280	230	224	286	18	67	68	71	95	80	111	250	260
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	d e f	-	-
<b>Fairly satisfied</b>	% within column	38%	43%	35%	39%	38%	44%	39%	41%	35%	39%	36%	37%	38%	39%
	n	1,224	399	825	623	601	65	190	201	167	200	189	212	573	651
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	-	-	-
<b>Neither satisfied or dissatisfied</b>	% within column	21%	14%	26%	22%	20%	25%	21%	21%	24%	21%	22%	18%	23%	20%
	n	720	128	592	385	335	38	110	110	127	109	113	113	377	343
	Column Comparisons	-	-	A	-	-	-	-	-	-	-	-	-	-	-
<b>Fairly dissatisfied</b>	% within column	14%	9%	18%	15%	13%	11%	16%	15%	17%	13%	15%	12%	13%	16%
	n	528	90	438	301	227	26	91	89	95	76	77	74	237	291
	Column Comparisons	-	-	A	-	-	-	-	-	-	-	-	-	-	a
<b>Very dissatisfied</b>	% within column	8%	3%	11%	8%	8%	7%	9%	8%	7%	7%	8%	8%	8%	8%
	n	252	27	225	124	128	10	43	40	31	39	43	46	131	121
	Column Comparisons	-	-	A	-	-	-	-	-	-	-	-	-	-	-
<b>Don't know</b>	% within column	1%	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%
	n	15	9	6	6	9	0	0	3	3	1	2	6	10	5
	Column Comparisons	-	b	-	-	-	-	-	-	-	-	-	-	-	-
<b>NET: Satisfied</b>	% within column	56%	72%	45%	54%	58%	58%	55%	55%	51%	59%	54%	61%	56%	57%
	n	1,734	679	1,055	847	887	83	257	269	238	295	269	323	823	911
	Column Comparisons	-	B	-	-	-	-	-	-	-	-	-	-	-	-
<b>NET: Dissatisfied</b>	% within column	22%	12%	29%	23%	21%	17%	24%	23%	24%	20%	23%	20%	20%	23%
	n	780	117	663	425	355	36	134	129	126	115	120	120	368	412
	Column Comparisons	-	-	A	-	-	-	-	-	-	-	-	-	-	-
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2582 (79%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol: -

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks													
		Age					SEG based on CIE occupation			Working status		UK nation			
QG3_7: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage		16-24 years	25-44 years	45-64 years	65-74 years	75+	ABC1	C2DE	Retired	Work-ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Irel- and
<b>Very satisfied</b>	% within column	22%	18%	18%	13%	18%	17%	21%	14%	19%	18%	18%	10%	18%	32%
	n	71	165	171	58	45	206	217	87	276	233	314	40	63	93
	Column Comparisons	d					c				B		b	A B C	
	% within column	38%	41%	40%	34%	29%	42%	37%	32%	41%	35%	38%	44%	38%	34%
<b>Fairly satisfied</b>	n	154	406	428	158	78	576	434	214	660	558	771	186	140	127
	Column Comparisons		e	e			b C		b			d			
	% within column	22%	21%	19%	24%	25%	20%	21%	25%	20%	22%	21%	22%	24%	14%
<b>Neither satisfied or dissatisfied</b>	n	86	213	214	132	75	300	233	187	341	371	463	99	96	62
	Column Comparisons										D	d	D		
	% within column	12%	13%	14%	19%	16%	14%	14%	17%	13%	16%	14%	20%	16%	14%
<b>Fairly dissatisfied</b>	n	56	150	178	94	50	228	171	129	253	271	311	93	61	63
	Column Comparisons				a b c					a		a			
	% within column	6%	6%	9%	11%	11%	7%	7%	11%	7%	9%	8%	5%	4%	6%
<b>Very dissatisfied</b>	n	26	58	92	45	31	92	88	72	108	142	189	23	17	23
	Column Comparisons			b	b			A b		a	b c				
	% within column	1%	1%	0%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%
<b>Don't know</b>	n	2	8	3	1	1	7	7	1	10	5	10	2	0	3
	Column Comparisons														
	% within column	59%	59%	58%	46%	47%	59%	58%	46%	59%	53%	56%	53%	56%	65%
<b>NET: Satisfied</b>	n	225	571	599	216	123	782	651	301	936	791	1,085	226	203	220
	Column Comparisons	d e	D e	D e			C	C		b				a b c	
	% within column	18%	19%	22%	30%	28%	20%	21%	29%	19%	25%	22%	24%	20%	20%
<b>NET: Dissatisfied</b>	n	82	208	270	139	81	320	259	201	361	413	500	116	78	86
	Column Comparisons			A B c	a b				A B		A				
<b>Column n</b>		395	1,000	1,086	488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		A	B	C	D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2582 (79%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
QH1_1: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Lost mail		65-74 years	75+	ABC1	C2DE	Retired	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	North-ern Irel-and
	<i>% within column</i>	9%	6%	15%	14%	7%	15%	11%	13%	14%	13%	8%
<b>Yes</b>	<i>n</i>	43	18	222	174	52	268	178	292	66	53	37
	<i>Column Comparisons</i>			C	C		B		d	d	d	
	<i>% within column</i>	86%	91%	80%	80%	85%	79%	83%	81%	80%	81%	89%
<b>No</b>	<i>n</i>	414	252	1,112	908	579	1,285	1,297	1,636	345	298	320
	<i>Column Comparisons</i>	b c	a B C				a					A B c
	<i>% within column</i>	6%	3%	5%	6%	8%	5%	6%	6%	6%	6%	3%
<b>I don't know</b>	<i>n</i>	31	10	75	68	59	95	105	130	32	26	14
	<i>Column Comparisons</i>					a						
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2658 (82%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: ; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_2: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail		Crossbreaks																
		Methodology			Fieldwork period									Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	14%	6%	19%	14%	14%	18%	14%	14%	12%	16%	12%	13%	13%	15%	16%	16%	15%
	<i>n</i>	499	52	447	258	241	31	76	82	69	89	65	87	226	273	71	181	171
	<i>Column Comparisons</i>	-		A	-	-										E	d E	E
	<i>% within column</i>	85%	93%	79%	85%	85%	80%	84%	85%	87%	82%	87%	86%	86%	84%	83%	82%	84%
<b>No</b>	<i>n</i>	2,703	874	1,829	1,378	1,325	123	416	423	416	424	432	469	1,337	1,366	319	800	902
	<i>Column Comparisons</i>	-		B	-	-												
	<i>% within column</i>	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	2%	2%	2%	1%
<b>I don't know</b>	<i>n</i>	47	7	40	27	20	3	9	6	9	7	7	6	15	32	5	19	13
	<i>Column Comparisons</i>	-			-	-												
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2724 (84%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_2: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
		65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Irel- and
<b>Yes</b>	<i>% within column</i>	11%	6%	15%	15%	10%	15%	12%	14%	14%	16%	11%
	<i>n</i>	57	19	243	184	72	283	212	314	71	67	47
	<i>Column Comparisons</i>			c	c		b					
<b>No</b>	<i>% within column</i>	88%	93%	83%	84%	89%	83%	86%	85%	84%	82%	87%
	<i>n</i>	424	258	1,147	949	607	1,340	1,346	1,715	366	304	318
	<i>Column Comparisons</i>	b	A B C d			a b		a				
<b>I don't know</b>	<i>% within column</i>	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%
	<i>n</i>	7	3	19	17	11	25	22	29	6	6	6
	<i>Column Comparisons</i>											
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2724 (84%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: ; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_3: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail		Crossbreaks																
		Methodology			Fieldwork period									Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	<b>23%</b>	16%	28%	23%	22%	29%	23%	24%	20%	24%	20%	23%	22%	24%	28%	25%	21%
	<i>n</i>	<b>752</b>	135	617	391	361	51	113	127	100	123	107	131	331	421	123	260	221
	<i>Column Comparisons</i>	-		A	-	-										c d e	c d e	
	<i>% within column</i>	<b>71%</b>	81%	64%	70%	71%	61%	71%	70%	72%	70%	73%	71%	71%	70%	67%	69%	72%
<b>No</b>	<i>n</i>	<b>2,270</b>	765	1,505	1,152	1,118	92	356	345	359	367	358	393	1,129	1,141	253	684	779
	<i>Column Comparisons</i>	-		B	-	-												
	<i>% within column</i>	<b>7%</b>	4%	9%	7%	6%	10%	5%	6%	8%	6%	7%	6%	7%	6%	6%	6%	7%
<b>I don't know</b>	<i>n</i>	<b>227</b>	33	194	120	107	14	32	39	35	30	39	38	118	109	19	56	86
	<i>Column Comparisons</i>	-		A	-	-												
<b>Column n</b>		<b>3,249</b>	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		<b>A</b>	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2578 (79%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
QH1_3: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail		65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Irel- and
<b>Yes</b>	<i>% within column</i>	19%	17%	25%	22%	18%	25%	20%	24%	18%	23%	15%
	<i>n</i>	98	50	372	253	127	414	334	514	85	86	67
	<i>Column Comparisons</i>			C	c		b		b D		d	
	<i>% within column</i>	73%	76%	68%	72%	74%	69%	72%	70%	73%	73%	81%
<b>No</b>	<i>n</i>	348	206	948	823	499	1,135	1,120	1,398	314	272	286
	<i>Column Comparisons</i>											A b c
	<i>% within column</i>	8%	7%	6%	6%	9%	6%	8%	7%	9%	4%	4%
<b>I don't know</b>	<i>n</i>	42	24	89	74	64	99	126	146	44	19	18
	<i>Column Comparisons</i>									c d		
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2578 (79%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: ; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_4: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours		Crossbreaks																
		Methodology					Fieldwork period						Gender		Age			
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	43%	33%	50%	43%	43%	52%	47%	41%	38%	45%	45%	39%	43%	43%	37%	40%	46%
	<i>n</i>	1,454	292	1,162	743	711	82	246	217	198	245	231	235	726	728	152	419	514
	<i>Column Comparisons</i>	-		A	-	-												a b
<b>No</b>	<i>% within column</i>	55%	66%	47%	55%	55%	45%	51%	59%	61%	53%	53%	58%	55%	55%	60%	59%	52%
	<i>n</i>	1,733	632	1,101	892	841	70	245	288	289	265	264	312	827	906	231	564	555
	<i>Column Comparisons</i>	-		B	-	-			c	c d			c			d	c d	
<b>I don't know</b>	<i>% within column</i>	2%	1%	2%	2%	2%	3%	2%	1%	1%	2%	2%	3%	2%	2%	3%	2%	2%
	<i>n</i>	62	9	53	28	34	5	10	6	7	10	9	15	25	37	12	17	17
	<i>Column Comparisons</i>	-			-	-												
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2544 (78%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:



Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_4: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
		65-74 years	75+	ABC1	C2DE	Retired	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	North-ern Irel-and
<b>Yes</b>	<i>% within column</i>	49%	44%	45%	40%	45%	41%	45%	44%	42%	45%	30%
	<i>n</i>	236	133	665	469	320	716	729	948	198	177	131
	<i>Column Comparisons</i>	a b							D	D	D	
	<i>% within column</i>	49%	53%	54%	58%	52%	57%	53%	54%	56%	53%	70%
<b>No</b>	<i>n</i>	243	140	725	656	352	904	818	1,067	237	192	237
	<i>Column Comparisons</i>					b						A B C
	<i>% within column</i>	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	1%
<b>I don't know</b>	<i>n</i>	9	7	19	25	18	28	33	43	8	8	3
	<i>Column Comparisons</i>											
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2544 (78%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: ; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_5: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with		Crossbreaks																
		Methodology						Fieldwork period						Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	7%	4%	9%	8%	6%	13%	7%	9%	6%	7%	6%	6%	8%	7%	8%	10%	7%
	<i>n</i>	230	37	193	131	99	20	35	45	31	38	27	34	105	125	33	97	72
	<i>Column Comparisons</i>	-		A	-	-												d e
<b>No</b>	<i>% within column</i>	89%	94%	86%	88%	90%	83%	90%	87%	90%	89%	91%	90%	89%	89%	89%	87%	89%
	<i>n</i>	2,891	882	2,009	1,464	1,427	130	446	443	445	463	457	507	1,416	1,475	348	867	967
	<i>Column Comparisons</i>	-		B	-	-												
<b>I don't know</b>	<i>% within column</i>	4%	2%	5%	4%	4%	4%	3%	4%	3%	4%	4%	4%	3%	4%	3%	3%	4%
	<i>n</i>	128	14	114	68	60	7	20	23	18	19	20	21	57	71	14	36	47
	<i>Column Comparisons</i>	-		A	-	-												
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2649 (82%)

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
QH1_5: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with		65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Irel- and
<b>Yes</b>	<i>% within column</i>	4%	3%	8%	8%	4%	8%	7%	8%	7%	4%	5%
	<i>n</i>	20	8	112	92	26	134	95	161	28	18	23
	<i>Column Comparisons</i>			c	c							
	<i>% within column</i>	92%	93%	89%	88%	91%	89%	89%	89%	89%	92%	93%
<b>No</b>	<i>n</i>	451	258	1,251	1,010	630	1,459	1,414	1,812	396	343	340
	<i>Column Comparisons</i>											
	<i>% within column</i>	4%	4%	3%	4%	4%	3%	4%	4%	4%	4%	2%
<b>I don't know</b>	<i>n</i>	17	14	46	48	34	55	71	85	19	16	8
	<i>Column Comparisons</i>											
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2649 (82%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: 2; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_6: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		Crossbreaks																
		Methodology						Fieldwork period						Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	<b>26%</b>	21%	30%	27%	26%	31%	29%	25%	25%	23%	26%	28%	25%	28%	34%	29%	26%
	<i>n</i>	<b>841</b>	176	665	442	399	51	132	132	127	117	133	149	374	467	142	295	269
	<i>Column Comparisons</i>	-		A	-	-										c D E	d E	E
	<i>% within column</i>	<b>71%</b>	77%	67%	71%	71%	65%	69%	73%	73%	75%	71%	68%	72%	70%	63%	67%	72%
<b>No</b>	<i>n</i>	<b>2,326</b>	743	1,583	1,183	1,143	100	357	370	356	394	356	393	1,159	1,167	241	670	797
	<i>Column Comparisons</i>	-		B	-	-												a b
	<i>% within column</i>	<b>3%</b>	2%	3%	2%	3%	4%	2%	2%	3%	2%	3%	4%	3%	2%	3%	4%	2%
<b>I don't know</b>	<i>n</i>	<b>82</b>	14	68	38	44	6	12	9	11	9	15	20	45	37	12	35	20
	<i>Column Comparisons</i>	-		a	-	-												
<b>Column n</b>		<b>3,249</b>	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		<b>A</b>	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2537 (78%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH1_6: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
		65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Irel- and
<b>Yes</b>	<i>% within column</i>	20%	14%	30%	26%	17%	28%	24%	28%	20%	24%	15%
	<i>n</i>	93	42	424	296	121	469	368	585	95	96	65
	<i>Column Comparisons</i>			C	C		b		b D		d	
<b>No</b>	<i>% within column</i>	78%	84%	67%	71%	81%	69%	74%	70%	78%	74%	84%
	<i>n</i>	387	231	949	823	554	1,134	1,175	1,412	338	273	303
	<i>Column Comparisons</i>	A B	A B C			A B		a		A		A b c
<b>I don't know</b>	<i>% within column</i>	2%	2%	3%	3%	2%	3%	2%	3%	2%	2%	1%
	<i>n</i>	8	7	36	31	15	45	37	61	10	8	3
	<i>Column Comparisons</i>											
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2537 (78%)

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: 2; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		Crossbreaks																
		Methodology			Fieldwork period									Gender		Age		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years
<b>Yes</b>	<i>% within column</i>	10%	5%	14%	10%	10%	9%	10%	12%	8%	12%	8%	10%	9%	11%	11%	13%	9%
	<i>n</i>	349	43	306	177	172	16	55	63	43	66	43	63	143	206	53	135	103
	<i>Column Comparisons</i>	-		A	-	-								a	e	c d e		
	<i>% within column</i>	89%	94%	85%	89%	89%	90%	88%	88%	91%	87%	92%	89%	90%	87%	88%	85%	91%
<b>No</b>	<i>n</i>	2,868	885	1,983	1,465	1,403	138	438	444	445	450	460	493	1,425	1,443	337	851	976
	<i>Column Comparisons</i>	-	B		-	-								b				b
	<i>% within column</i>	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
<b>Don't know</b>	<i>n</i>	32	5	27	21	11	3	8	4	6	4	1	6	10	22	5	14	7
	<i>Column Comparisons</i>	-			-	-	h	H		h	h		h					
<b>Column n</b>		3,249	933	2,316	1,663	1,586	157	501	511	494	520	504	562	1,578	1,671	395	1,000	1,086
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2718 (84%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks										
		Age		SEG based on CIE occupation			Working status		UK nation			
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		65-74 years	75+	ABC1	C2DE	Retired	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	North- ern Ire- and
<b>Yes</b>	<i>% within column</i>	7%	6%	11%	10%	7%	12%	9%	10%	12%	8%	7%
	<i>n</i>	39	19	173	124	52	202	146	235	53	32	29
	<i>Column Comparisons</i>			c	c		b		d	d		
	<i>% within column</i>	91%	94%	88%	89%	92%	88%	90%	89%	87%	91%	93%
<b>No</b>	<i>n</i>	443	261	1,227	1,011	630	1,435	1,413	1,800	385	342	341
	<i>Column Comparisons</i>	b	a B									a b
	<i>% within column</i>	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%
<b>Don't know</b>	<i>n</i>	6	0	9	15	8	11	21	23	5	3	1
	<i>Column Comparisons</i>											
<b>Column n</b>		488	280	1,409	1,150	690	1,648	1,580	2,058	443	377	371
<b>Column Names</b>		D	E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 3249; total n = 3271; 22 missing; effective sample size = 2718 (84%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: ; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks																		
		Method-ology		Fieldwork period							Gender		Age							
		NET	CAPI	Onli- ne	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+
QH3: Did you make a complaint to Royal Mail?	<i>% within column</i>	<b>18%</b>	26%	16%	15%	21%	25%	9%	20%	12%	24%	29%	12%	23%	14%	20%	20%	15%	8%	27%
<b>No</b>	<i>n</i>	<b>58</b>	11	47	25	33	4	6	11	4	14	13	6	26	32	12	25	13	4	4
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>25%</b>	25%	25%	21%	28%	17%	18%	28%	19%	24%	32%	30%	22%	27%	26%	21%	26%	34%	28%
<b>Yes – by telephone</b>	<i>n</i>	<b>90</b>	12	78	43	47	4	13	18	8	16	12	19	40	50	14	28	27	14	7
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>23%</b>	19%	24%	23%	22%	34%	24%	17%	27%	28%	15%	21%	24%	22%	21%	22%	28%	14%	21%
<b>Yes – by email</b>	<i>n</i>	<b>81</b>	8	73	41	40	5	13	11	12	17	8	15	33	48	10	33	29	5	4
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>12%</b>	6%	13%	14%	9%	13%	14%	8%	21%	9%	9%	10%	12%	11%	15%	10%	15%	8%	5%
<b>Yes – in person (e.g. to the postman/woman)</b>	<i>n</i>	<b>41</b>	3	38	25	16	2	7	6	10	7	3	6	15	26	7	14	15	4	1
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>9%</b>	9%	9%	11%	7%	10%	11%	12%	8%	4%	5%	11%	5%	11%	0%	9%	7%	26%	10%
<b>Yes – by letter</b>	<i>n</i>	<b>28</b>	3	25	15	13	1	5	7	2	4	2	7	9	19	0	13	6	7	2
	<i>Column Comparisons</i>	-			-	-													a	
	<i>% within column</i>	<b>7%</b>	10%	6%	8%	6%	0%	10%	11%	5%	5%	2%	9%	7%	7%	5%	12%	4%	2%	0%
<b>Yes – on an online web forum</b>	<i>n</i>	<b>24</b>	4	20	15	9	0	4	8	3	3	1	5	10	14	3	14	6	1	0
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>5%</b>	4%	6%	6%	4%	0%	10%	4%	8%	3%	8%	4%	5%	5%	10%	2%	6%	9%	8%
<b>Yes – by other means (please specify)</b>	<i>n</i>	<b>21</b>	2	19	11	10	0	5	2	4	3	4	3	8	13	5	4	7	4	1
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>2%</b>	0%	2%	1%	3%	0%	4%	0%	0%	4%	0%	3%	2%	2%	4%	3%	0%	0%	0%
<b>Yes – via social media (Facebook, Twitter, etc)</b>	<i>n</i>	<b>6</b>	0	6	2	4	0	2	0	0	2	0	2	2	4	2	4	0	0	0
	<i>Column Comparisons</i>	-			-	-														
	<i>% within column</i>	<b>82%</b>	74%	84%	85%	79%	75%	91%	80%	88%	76%	71%	88%	77%	86%	80%	80%	85%	92%	73%
<b>NET: Yes</b>	<i>n</i>	<b>291</b>	32	259	152	139	12	49	52	39	52	30	57	117	174	41	110	90	35	15
	<i>Column Comparisons</i>	-			-	-														
<b>Column n</b>		<b>349</b>	43	306	177	172	16	55	63	43	66	43	63	143	206	53	135	103	39	19
<b>Column Names</b>		<b>A</b>	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C	D	E

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 349; total n = 3271; 2922 missing; effective sample size = 286 (82%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:



Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks								
		SEG based on CIE occupation			Working status		UK nation			
		ABC1	C2DE	Reti- red	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	Nort- hern Irel- and
QH3: Did you make a complaint to Royal Mail?	<i>% within column</i>	21%	14%	20%	18%	17%	19%	12%	15%	19%
<b>No</b>	<i>n</i>	32	19	7	34	24	42	6	4	6
	<i>Column Comparisons</i>									
	<i>% within column</i>	22%	27%	29%	24%	26%	24%	27%	25%	33%
<b>Yes – by telephone</b>	<i>n</i>	36	35	19	46	44	60	13	8	9
	<i>Column Comparisons</i>									
	<i>% within column</i>	27%	18%	21%	24%	20%	22%	22%	33%	24%
<b>Yes – by email</b>	<i>n</i>	51	19	11	52	28	51	12	11	7
	<i>Column Comparisons</i>									
	<i>% within column</i>	9%	17%	5%	11%	13%	12%	16%	8%	6%
<b>Yes – in person (e.g. to the postman/woman)</b>	<i>n</i>	14	24	3	23	18	27	9	3	2
	<i>Column Comparisons</i>									
	<i>% within column</i>	6%	10%	15%	5%	14%	9%	3%	9%	8%
<b>Yes – by letter</b>	<i>n</i>	11	11	6	10	18	21	2	3	2
	<i>Column Comparisons</i>					a				
	<i>% within column</i>	7%	9%	2%	10%	2%	7%	12%	4%	4%
<b>Yes – on an online web forum</b>	<i>n</i>	11	11	2	20	4	16	6	1	1
	<i>Column Comparisons</i>				b					
	<i>% within column</i>	6%	4%	8%	5%	5%	5%	9%	6%	6%
<b>Yes – by other means (please specify)</b>	<i>n</i>	12	5	4	13	8	12	5	2	2
	<i>Column Comparisons</i>									
	<i>% within column</i>	4%	0%	0%	2%	2%	2%	0%	0%	0%
<b>Yes – via social media (Facebook, Twitter, etc)</b>	<i>n</i>	6	0	0	4	2	6	0	0	0
	<i>Column Comparisons</i>									
	<i>% within column</i>	79%	86%	80%	82%	83%	81%	88%	85%	81%
<b>NET: Yes</b>	<i>n</i>	141	105	45	168	122	193	47	28	23
	<i>Column Comparisons</i>									
<b>Column n</b>		173	124	52	202	146	235	53	32	29
<b>Column Names</b>		A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 349; total n = 3271; 2922 missing; effective sample size = 286 (82%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol: -

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks																	
		Methodology		Fieldwork period							Gender		Age						
		NET	CAPI	Onli- ne	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years
QH4: Where did you find information about how to make a complaint, or did you not need this information?																			
<b>On Royal Mail's website</b>		<b>61%</b>	57%	62%	58%	64%	23%	57%	64%	62%	57%	71%	67%	56%	64%	58%	69%	59%	44%
<i>% within column</i>																			
<i>n</i>		<b>173</b>	17	156	86	87	3	27	32	24	26	22	39	63	110	21	75	54	16
<i>Column Comparisons</i>		-			-	-													
<b>Didn't need this information</b>		<b>18%</b>	17%	18%	19%	18%	54%	14%	11%	24%	14%	21%	19%	24%	14%	29%	16%	19%	13%
<i>% within column</i>																			
<i>n</i>		<b>51</b>	5	46	28	23	6	6	6	10	10	5	8	25	26	12	15	16	6
<i>Column Comparisons</i>		-			-	-							b						
<b>Speaking to someone who works for Royal Mail over the phone</b>		<b>8%</b>	0%	10%	8%	9%	3%	8%	9%	8%	13%	8%	6%	9%	8%	14%	8%	9%	3%
<i>% within column</i>																			
<i>n</i>		<b>29</b>	0	29	14	15	1	5	6	2	7	3	5	13	16	8	9	10	1
<i>Column Comparisons</i>		-		a	-	-													
<b>Asking someone who works for Royal Mail in person (e.g. the postman/woman)</b>		<b>7%</b>	0%	8%	8%	5%	0%	14%	9%	2%	7%	4%	5%	6%	8%	6%	3%	8%	15%
<i>% within column</i>																			
<i>n</i>		<b>21</b>	0	21	13	8	0	7	5	1	4	1	3	9	12	3	4	7	4
<i>Column Comparisons</i>		-		a	-	-													
<b>Another way</b>		<b>7%</b>	24%	4%	9%	5%	20%	11%	8%	5%	8%	0%	6%	7%	7%	0%	6%	7%	25%
<i>% within column</i>																			
<i>n</i>		<b>20</b>	8	12	13	7	2	7	3	1	4	0	3	9	11	0	7	5	7
<i>Column Comparisons</i>		-	B		-	-													a b
<b>I don't know</b>		<b>1%</b>	3%	1%	1%	2%	0%	0%	2%	3%	4%	0%	0%	1%	2%	0%	1%	2%	3%
<i>% within column</i>																			
<i>n</i>		<b>6</b>	2	4	4	2	0	0	2	2	2	0	0	2	4	0	2	1	2
<i>Column Comparisons</i>		-			-	-													
<b>Column n</b>		<b>291</b>	32	259	152	139	12	49	52	39	52	30	57	117	174	41	110	90	35
<b>Column Names</b>		<b>A</b>	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 291; total n = 3271; 2980 missing; effective sample size = 247 (85%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks									
		Age	SEG based on CIE occupation			Working status			UK nation		
		75+	ABC1	C2DE	Reti- red	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	Nort- hern Irel- and
QH4: Where did you find information about how to make a complaint, or did you not need this information?	<i>% within column</i>	45%	61%	60%	63%	64%	55%	62%	50%	56%	66%
<b>On Royal Mail's website</b>	<i>n</i>	7	86	60	27	104	68	119	24	15	15
	<i>Column Comparisons</i>										
	<i>% within column</i>	10%	21%	18%	9%	18%	18%	19%	18%	6%	16%
<b>Didn't need this information</b>	<i>n</i>	2	26	20	5	29	22	37	8	2	4
	<i>Column Comparisons</i>										
	<i>% within column</i>	7%	8%	10%	5%	11%	5%	8%	12%	14%	14%
<b>Speaking to someone who works for Royal Mail over the phone</b>	<i>n</i>	1	14	13	2	23	6	16	6	4	3
	<i>Column Comparisons</i>										
	<i>% within column</i>	21%	1%	10%	16%	4%	11%	7%	7%	8%	0%
<b>Asking someone who works for Royal Mail in person (e.g. the postman/woman)</b>	<i>n</i>	3	3	12	6	8	13	15	4	2	0
	<i>Column Comparisons</i>			a	A		a				
	<i>% within column</i>	11%	9%	5%	9%	4%	12%	7%	10%	13%	0%
<b>Another way</b>	<i>n</i>	1	11	4	5	7	13	11	5	4	0
	<i>Column Comparisons</i>										
	<i>% within column</i>	7%	2%	1%	1%	1%	2%	1%	6%	7%	5%
<b>I don't know</b>	<i>n</i>	1	3	2	1	2	4	1	2	2	1
	<i>Column Comparisons</i>								a	a	
<b>Column n</b>		15	141	105	45	168	122	193	47	28	23
<b>Column Names</b>		E	A	B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 291; total n = 3271; 2980 missing; effective sample size = 247 (85%)  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol: -

Ofcom Residential Postal Tracker (Jan-Jun 2016)

Crossbreaks

QH5: How easy or difficult did you find it to make a complaint about Royal Mail?	Methodology	Fieldwork period										Gender		Age					SEG based on CIE occ...		
		NET	CAPI	Online	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+	ABC1
<b>Very easy</b>	<i>n</i>	69	15	54	32	37	2	11	10	9	16	4	17	27	42	9	30	14	46%	17%	22%
<i>Column Comparisons</i>		-	B	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	c	-	-
<i>% within column</i>		29%	15%	32%	27%	32%	28%	35%	21%	26%	28%	49%	25%	28%	30%	34%	28%	30%	25%	30%	27%
<b>Fairly easy</b>	<i>n</i>	82	5	77	43	39	3	18	11	11	13	13	13	29	53	14	29	26	9	4	39
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>% within column</i>		16%	9%	17%	18%	13%	30%	4%	26%	20%	8%	12%	19%	16%	16%	23%	14%	13%	11%	40%	16%
<b>Neither easy nor difficult</b>	<i>n</i>	54	3	51	31	23	4	3	16	8	6	4	13	23	31	9	19	14	7	5	27
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>% within column</i>		14%	14%	14%	16%	11%	16%	18%	12%	19%	15%	8%	8%	14%	13%	10%	16%	14%	14%	4%	18%
<b>Fairly difficult</b>	<i>n</i>	42	5	37	24	18	2	10	6	6	9	3	6	18	24	4	18	14	5	1	25
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>% within column</i>		14%	11%	15%	15%	13%	10%	13%	19%	14%	7%	22%	15%	16%	13%	9%	11%	26%	3%	10%	15%
<b>Very difficult</b>	<i>n</i>	40	4	36	22	18	1	7	9	5	4	6	8	19	21	4	13	20	1	2	19
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	d	-	-
<i>% within column</i>		2%	0%	2%	0%	3%	0%	0%	0%	0%	8%	0%	0%	1%	2%	2%	1%	3%	0%	0%	2%
<b>I don't know</b>	<i>n</i>	4	0	4	0	4	0	0	0	0	4	0	0	1	3	1	1	2	0	0	2
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>% within column</i>		55%	66%	52%	51%	59%	43%	64%	43%	46%	62%	57%	57%	53%	56%	55%	59%	44%	72%	47%	49%
<b>NET: Easy</b>	<i>n</i>	151	20	131	75	76	5	29	21	20	29	17	30	56	95	23	59	40	22	7	68
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>% within column</i>		28%	25%	29%	31%	24%	26%	32%	31%	33%	22%	30%	23%	30%	27%	20%	27%	41%	17%	14%	33%
<b>NET: Difficult</b>	<i>n</i>	82	9	73	46	36	3	17	15	11	13	9	14	37	45	8	31	34	6	3	44
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Column n</b>		291	32	259	152	139	12	49	52	39	52	30	57	117	174	41	110	90	35	15	141
<b>Column Names</b>		A	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C	D	E	A

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 291; total n = 3271; 2980 missing; effective sample size = 241 (83%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks							
		SEG based on CIE occupation	Working status		UK nation				
		C2DE	Reti- red	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	Nort- hern Irel- and
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?									
<b>Very easy</b>	<i>% within column</i>	28%	33%	22%	30%	26%	28%	17%	23%
	<i>n</i>	29	11	37	32	45	13	5	6
	<i>Column Comparisons</i>								
<b>Fairly easy</b>	<i>% within column</i>	30%	36%	33%	25%	30%	17%	32%	29%
	<i>n</i>	27	16	51	30	59	8	9	6
	<i>Column Comparisons</i>								
<b>Neither easy nor difficult</b>	<i>% within column</i>	15%	16%	14%	17%	14%	30%	17%	13%
	<i>n</i>	17	10	28	26	30	16	5	3
	<i>Column Comparisons</i>								
<b>Fairly difficult</b>	<i>% within column</i>	10%	9%	15%	13%	13%	11%	16%	25%
	<i>n</i>	13	4	26	16	27	5	4	6
	<i>Column Comparisons</i>								
<b>Very difficult</b>	<i>% within column</i>	16%	7%	14%	14%	14%	14%	18%	10%
	<i>n</i>	17	4	23	17	28	5	5	2
	<i>Column Comparisons</i>								
<b>I don't know</b>	<i>% within column</i>	2%	0%	2%	1%	2%	0%	0%	0%
	<i>n</i>	2	0	3	1	4	0	0	0
	<i>Column Comparisons</i>								
<b>NET: Easy</b>	<i>% within column</i>	57%	68%	55%	55%	56%	45%	50%	52%
	<i>n</i>	56	27	88	62	104	21	14	12
	<i>Column Comparisons</i>								
<b>NET: Difficult</b>	<i>% within column</i>	26%	15%	29%	27%	28%	25%	34%	35%
	<i>n</i>	30	8	49	33	55	10	9	8
	<i>Column Comparisons</i>								
<b>Column n</b>		105	45	168	122	193	47	28	23
<b>Column Names</b>		B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 291; total n = 3271; 2980 missing; effective sample size = 241 (83%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks																			
		Method-ology		Fieldwork period									Gender		Age				SEG based on CIE occ...		
		NET	CAPI	Onli- ne	Q1	Q2	Pilot	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+	ABC1
QH6: What was difficult about making the complaint to Royal Mail?		<b>58%</b>	38%	62%	54%	64%	25%	38%	80%	51%	48%	57%	84%	60%	57%	59%	40%	71%	83%	100%	58%
<b>Getting through to the right person to speak to</b>		<b>51</b>	3	48	26	25	1	7	12	6	7	6	12	24	27	5	14	24	5	3	28
<i>% within column</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>n</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Finding out how to make a complaint</b>		<b>32%</b>	39%	31%	32%	32%	36%	35%	35%	24%	35%	25%	34%	31%	33%	24%	45%	24%	17%	51%	43%
<i>n</i>		<b>25</b>	3	22	15	10	1	7	5	2	4	2	4	10	15	2	12	9	1	1	17
<i>% within column</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>n</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Other</b>		<b>30%</b>	23%	31%	35%	23%	39%	37%	24%	44%	29%	27%	16%	34%	27%	42%	28%	32%	17%	0%	18%
<i>n</i>		<b>24</b>	3	21	16	8	1	7	3	5	4	2	2	13	11	3	9	11	1	0	8
<i>% within column</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>n</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>I don't know</b>		<b>0%</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<i>n</i>		<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Column Comparisons</i>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Column n</b>		<b>82</b>	9	73	46	36	3	17	15	11	13	9	14	37	45	8	31	34	6	3	44
<b>Column Names</b>		<b>A</b>	A	B	A	B	C	D	E	F	G	H	I	A	B	A	B	C	D	E	A

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 82; total n = 3271; 3189 missing; effective sample size = 69 (84%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05), A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol:

Ofcom Residential Postal Tracker (Jan-Jun 2016)

		Crossbreaks							
		SEG based on CIE occupation	Working status		UK nation				
		C2DE	Reti- red	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	Nort- hern Irel- and
QH6: What was difficult about making the complaint to Royal Mail?	<i>% within column</i>	55%	83%	54%	66%	58%	62%	53%	76%
<b>Getting through to the right person to speak to</b>	<i>n</i>	16	7	27	24	33	7	5	6
	<i>Column Comparisons</i>								
	<i>% within column</i>	16%	40%	29%	36%	35%	14%	31%	13%
<b>Finding out how to make a complaint</b>	<i>n</i>	5	3	14	11	19	2	3	1
	<i>Column Comparisons</i>								
	<i>% within column</i>	48%	24%	34%	24%	29%	46%	34%	24%
<b>Other</b>	<i>n</i>	14	2	16	8	15	4	3	2
	<i>Column Comparisons</i>	a							
	<i>% within column</i>	0%	0%	0%	0%	0%	0%	0%	0%
<b>I don't know</b>	<i>n</i>	0	0	0	0	0	0	0	0
	<i>Column Comparisons</i>	-	-	-	-	-	-	-	-
<b>Column n</b>		30	8	49	33	55	10	9	8
<b>Column Names</b>		B	C	A	B	A	B	C	D

Ofcom Residential Postal Tracker (Jan-Jun 2016). Face-to-face and online. Weighted data; Total sample; Weight: Evaluative Weight - includes demographic & geographic - use for evaluative questions; base n = 82; total n = 3271; 3189 missing; effective sample size = 69 (84%)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c... (p <= 0.05); A, B, C... (p <= 0.001); No test symbol: -; Not significant symbol: