



Media Release

Friday 29th August 2003

Guernsey's Postal Service Regulator publishes update; enforces Quality of Service Targets

The Regulator today (29th August 2003) published two documents on the Bailiwick's postal services. The first (Document OUR 03/24) contains a Direction to Guernsey Post Limited ("GPL") confirming formal targets for quality of service which apply for the next three years, starting on 1st October 2003. The second document (OUR 02/25) provides an update on GPL's compliance with a series of Directions issued by the Regulator after the OUR investigation into service failures over Christmas 2002.

Quality of Service Targets (Document OUR 02/24)

This paper provides notice of the formal requirement on GPL to meet specified quality of service targets and to report on those targets regularly, and is the last step in a comprehensive process that was launched by OUR earlier this year. Compliance with the targets is required from 1st October 2003 and the first published report on performance by the company will be available one month after the end of the first six month period - that is by 1st May 2004.

"The setting of these formal targets for GPL represents a significant change in the way the postal service is monitored and tracked in the Bailiwick", said Director General of OUR, Regina Finn, "and will provide postal users with new and comprehensive information on the quality of service they receive - a first in small island jurisdictions like Guernsey."

"We would like to thank GPL for the work and effort that has been put into developing the systems and procedures to measure these targets and for the company's commitment to meeting and exceeding targets wherever possible", she went on. "These are the building

blocks of Guernsey's future postal service, and the economy and the people of Guernsey are relying on Guernsey Post to deliver on them".

Formal targets have been set for a number of indicators of service quality, including;

- end to end delivery times,
- internal efficiency in mail handling, and
- key customer facing aspects of the company's service.

Of the various mail streams for which targets have been set, local to local mail¹ has the highest targets, reflecting the fact that the collection and delivery of this type of mail is directly within Guernsey Post's control. In the first year the company must ensure that 86% of all mail posted in the Bailiwick is delivered in the Bailiwick on the next working day, rising to 93 % in year three.

Targets for mail to and from Jersey and the UK are set to take account of the effects of the weather. Inward delivery of 60% of mail arriving from Jersey on the next working day after it is received in the Bailiwick is required in the first year, rising to 90% in year three. By year three, 85% of inward mail from the UK must be delivered on the next working day. This percentage accounts for the mail that has been delayed due to weather.

Customer complaint handling and resolution is also being monitored with the company required to acknowledge 99% of all complaints within two working days of being received and logged by the company and resolve 95% of all complaints within 10 working days.

More detail on the targets is in the OUR paper (Document OUR 03/24) which is available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120

Update on Directions (Document OUR 02/25)

At the conclusion of its investigation into postal service failures over Christmas 2002, the OUR issued a number of very detailed Directions to GPL designed to address the problems identified in the investigation. The Directions focussed on ensuring that GPL put in place the systems and processes to avoid a recurrence of the service failure, and included a requirement to provide a discounted Christmas mail service in 2003 as redress to customers.

¹ Mail posted in the Bailiwick of Guernsey destined to be delivered to an address in the Bailiwick

The investigation also identified that the company was not at that time meeting its universal service obligation to provide deliveries on six working days in each week and the Director General required this to be remedied.

“I am pleased to be able to confirm that GPL has met the requirements of the Directions”, said Regina Finn, “and in particular that the universal service obligation is now being fully met. The confirmation by the GPL board that the internal systems and processes that have been put in place are fit for purpose is welcome, and this recovery by the company is clearly a good outcome”.

Given the extensive scope of the original directions and the fact that the company now has a significant amount of guidance on what internal systems are required, the OUR’s role as regulator will be primarily confined to monitoring and measuring the output of GPL’s systems and the company’s results in the form of deliveries and other targets, such as responses to customer complaints.

“The two reports published today show the extent of the work that has been done to adapt to change and the effort put in by GPL must be recognised”, said Regina Finn. “But let us not be complacent – more still needs to be done. The success of the company will be demonstrated by increasing quality of service and reliability of the mail service to postal users in Guernsey. That is what customers will see, and that is what GPL must concentrate on.”

**ENDS/
29th August 2003**

For further information call the Office of Utility Regulation on 711120

Notes to Editors:

The following two documents referred to in this press release are available from the OUR website at www.regutil.gg or on request from the OUR.

Document OUR 03/24: Guernsey Post Limited: Quality of Service - Notice of Direction to Guernsey Post Limited under condition 14.1 of its Licence to provide Postal services

Document OUR 03/25: Update on Guernsey Post Limited's Compliance with Directions - Information Notice

Previous papers that may be of interest on these topics include:

OUR Quality of Service Consultation

Document OUR 03/02: [Quality of service for Postal Services in Guernsey. Public Presentation 23rd January 2003](#)

Document OUR 03/04: [Guernsey Post: Quality of Service - Consultation Paper](#)

Document OUR 03/12: [Guernsey Post Limited: Quality of Service. Report on the Consultation, Decision Notice and Direction](#)

OUR Investigation into Service failure

Document OUR 03/01: [Postal Quality of Service in Guernsey - Information Notice](#)

Document OUR 03/06: [Postal Services in Guernsey: Report on Findings of OUR Investigation and Notice of Proposal to Issue Directions to Guernsey Post Ltd under Section 31 of the Post Office \(Bailiwick of Guernsey\) Law, 2001](#)

Document OUR 03/09: [Postal Services in Guernsey: Notice of Directions in accordance with Section 31 of the Post Office \(Bailiwick of Guernsey\) Law, 2001.](#)