



Postal Delays: How to Complain

The Office of Utility Regulation today (9th January 2003) called on postal users to follow three basic steps if they want to complain about postal services in Guernsey:

1. First, contact Guernsey Post and allow the company to respond to the complaint;
2. Second, refer the matter to the Trading Standards Section of the Board of Industry if you are not satisfied with the outcome;
3. If you continue to be dissatisfied, the OUR can review the TSS decision.

Regina Finn, Director General of OUR today asked individuals not to call OUR unnecessarily as this will divert the OUR's scarce resources from the work needed to resolve the problems. "Contrary to recent reports in the Guernsey Press and the Guernsey Globe, telephoning my Office to make us aware of delays to postal deliveries is not the most useful thing to do", said Regina Finn. "In fact, with only three staff, including myself, the calls we are receiving are simply diverting vital personnel and resources away from the urgent work needed to address these postal problems; problems of which we are fully aware."

"I would urge people to use the three step process we have set out on our website, and again in this release, so as to ensure that the most effective use can be made of all of our time and resources in working to resolve this matter".

Information on Postal Quality of Service

On Friday 3rd January 2003, the Office of Utility Regulation published a detailed information note describing the steps that the Office is taking in relation to postal services. Copies of the Information note (OUR 01/03: Postal Quality of Service in Guernsey: Information Note”) are available from the OUR website www.regutil.gg or directly from the Office of Utility Regulation.

Information on Complaints

The process for making complaints about utility services is set out in some detail on the OUR website¹ and is summarised below:

- Users should bring their complaint to the company in the first instance and provide the company with an opportunity to respond in accordance with its customer charter². OUR is aware that due to the volume of complaints and the workload needed to clear the backlog of post, there may be a delay in receiving a response, but would ask individuals to allow the company to get back to them before taking further steps;
- Where users are dissatisfied with the outcome of their contact with Guernsey Post, or where they wish to make a general comment, they should contact the Trading Standards Section of the Board of Industry on 235741. The TSS, in its consumer affairs role, will seek a fair resolution for all parties.
- If there is continued dissatisfaction the TSS can refer the matter to OUR for review.

**ENDS/
9th January 2003**

For further information call the Office of Utility Regulation on 711120

¹ www.regutil.gg/customer_complaints.asp

² available from www.guernseypost.com