



Postal Services in Guernsey:

Public Presentation on Consultation on Quality of Service

The Regulator today invited interested parties to a public presentation on quality of service targets for postal services in Guernsey.

The consultation, which has been planned for some time, will address the quality of service indicators that should be monitored, the measurement and monitoring systems that should be in place to track quality of service, how these can be implemented and what levels the service targets should set at. The consultation will also address what procedures should be in place where there is a failure in service.

In order to gather views from the public prior to publishing the consultation paper, the OUR will be holding a public presentation at the OGH, the Colborne Room on 23rd January, starting at 7pm and ending at 9pm. During this meeting the OUR will;

- Provide background information on the issues for consultation
- Outline the key issues which it believes need to be considered, and
- Seek views on the content of the consultation.

After this public forum, the OUR will publish a formal consultation paper and invite written comments on the issues raised. The paper will be published by the end of January and following a four week period for responses, the OUR will formulate formal quality of service targets which Guernsey Post will be required to meet as part of its licence obligations.

**ENDS/
20th January 2003**

For further information call the Office of Utility Regulation on 711120