



Postal Services in Guernsey Regulator Takes Action on Quality of Service

The Regulator today (3rd January 2003) published an information note on the various steps that her office is taking in relation to poor quality of service suffered by postal users in Guernsey.

“We are most concerned at the effect that the postal delays are having on both residential and business postal users” said Regina Finn, Director General of Utility Regulation, “and we have already put in place a number of initiatives to address this situation. The information note we are publishing today pulls those initiatives together so that postal users can clearly see what action is underway.”

The five areas that the OUR is concentrating on are:

- Measures to removing the current backlog and the postal delays as a matter of urgency, including daily monitoring of deliveries until the problems are adequately addressed;
- Other delivery problems encountered by postal users such as later deliveries and mis-delivered mail;
- Investigating the underlying reasons for the delays and delivery problems and ensuring that there are measures put in place aimed at preventing these problems from recurring;
- Examining the complaints process and public information provision by Guernsey Post to its customers to see how this can be improved; and

- Conducting a wide-ranging public consultation on quality of service targets and monitoring mechanisms in the future as already announced before Christmas.

“While we are treating all of these issues as high priority, the most urgent is clearly the need to address the current delays in delivering post in the Bailiwick”, said Ms Finn, “and my Office is concentrating every effort on ensuring that this is done as a matter of immediate priority”.

The information note (Document OUR 03/01) which is available from the OUR website also sets out some of the background to the postal sector in Guernsey and the steps leading to the current poor service being experienced by Guernsey postal users.

Copies of the information note is available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120.

ENDS/

3rd January 2003

For further information call the Office of Utility Regulation on 711120

Notes to Editors

Towards the end of 2002, customers of Guernsey Post Ltd (“GP”) saw a reduction in postal service levels that has had a widespread impact on both private and business users of the postal services.

The Office of Utility Regulation (OUR) has been fully aware of these problems and has been in ongoing and frequent contact with the company in relation to these difficulties. While the OUR has received various assurances from the company as to the steps it has put in place to resolve the difficulties, the OUR believes that the failure to satisfactorily improve service by the end of 2002 is not acceptable.

Therefore OUR has initiated a range of formal investigative actions in relation to postal quality of service. The OUR is now publishing this information notice to provide users of the postal services with a single source of background information on the regulatory regime for postal services in Guernsey and the various work items that are currently underway as well as those planned in the future in relation to the Bailiwick’s postal sector.

The five key actions in relation to quality of service are:

- First, and as a matter of urgency, the OUR is continuing and formalising its focussed investigation into the resolution of the time sensitive delays in the delivery of all mail which are causing immediate customer detriment.
- Second, related difficulties with deliveries such as misdelivered mail and later postal rounds are considered.
- Third, the OUR will conduct an investigation into the reasons for the difficulties as a basis for requiring the company to put in place remedies that will ensure that these specific problems do not recur.
- Fourth, OUR will consider the GP handling of customer complaints in this instance, as well as the provision of information generally to customers, and will require measures to be put in place to remedy any failures in this regard.
- Fifth the OUR will proceed with its planned consultation on and introduction of quality of service targets and associated terms and conditions.