



# GUIDE TO SERVICES 2011

Customer Information



# Customer Information

## How to Contact Us

- Customer Services 64
- Where to find branches in the Bailiwick 64
- Packet & Parcel Deliveries 64

## Service Standards and Delivery Aims

- Customer Charter 65
- Products and Pricing 65
- Postal Services 65
- Posting Facilities 66
- Deliveries 66
- Undeliverable Post Policy 66
- Measurement and Reporting 66
- Quality of Service 66
- Delivery Expectations 67
- Enquiries and Complaints 67

## Post Acceptance Guidelines

- Wrap and Pack 67
- Packing Advice 68
- Underpaid Post 69
- Items That Cannot be Posted -  
Dangerous Goods 70
- Restricted/Prohibited Items 71
- Getting the Address Right 72
- Addressing Your FAQs 73

## Undeliverable Post Policy

- Post Sent from the Bailiwick 74
- Post Received in the Bailiwick 74
- Mailing Preferences Service (MPS) 74

## Claims Procedure and Guidelines

- Our policy 75
- Lost or damaged Items 75
- Enquiry time frame 75
- How to make a complaint 75
- Unresolved complaints 75
- Compensation Summary 76

Call our Customer Services team for guidance and the most up to date information on our wide range of postal and associated services. Also feel free to ask our retail staff across the Guernsey Post Retail Network or visit our website .

# How to Contact Us

## Customer Services

Our Customer Services team is always at the ready to deal with your queries. You can call them Monday to Friday between 8.30am and 5pm and on Saturday 8.30am to 12pm. During these hours you can also consult a member of the Customer Services team, in person, at Envoy House. Whether you get in touch by telephone, or in person, you can be sure of getting professional advice on our complete range of products and services, including acceptance criteria and service standards.

We welcome enquiries from both senders and addressees by post, fax, telephone or email or by completing an **Enquiry Form** available at any retail branch or on our website.

If you have any complaint about our service, we want to know. We monitor and report on the handling of all enquiries, complaints and compensation claims, the details of which are published on our website.

If you use one of our services and are not satisfied because of loss or damage or because a time definite service has failed, we may offer you compensation as set out in this Guide to Services, see page 75.

Please note your calls may be recorded for training and security purposes.

### Contact:

Customer Services Team  
Guernsey Post Ltd  
Envoy House  
La Vrangue  
St. Peter Port  
GUERNSEY  
GY1 1AA

Telephone: 711720

Fax: 712082

Information Daily Update line: 747949

Email: [custserv@guernseypost.com](mailto:custserv@guernseypost.com)

Website: [www.guernseypost.com](http://www.guernseypost.com)

## Where to find our Branches in the Bailiwick

A list of all Bailiwick branches can be found on page 56.

## Packet & Parcel Deliveries

If we try to deliver a Packet or Parcel and you're not in, your postman or woman will leave a Delivery card.

You can collect your item from Envoy House at our Mail Collection Counter after the time stated on your card. Residents of Alderney, Sark and Herm can collect items from their respective post offices. You will need to bring the card and a recognised form of identification like a driving licence. If you want someone else to collect the item for you, that person must bring this form with them, signed by you, together with proof of their identity.

Alternatively, we can redeliver your parcel as addressed or to another on-island address, free of charge on the next working day. Unfortunately we are unable to give you a definite delivery time, but it will be between 8am and 5pm.

Any items not collected or redelivered within three weeks (one week for recorded items), of the original attempted delivery date will be returned to the sender.

### Envoy House Mail Collection Counter opening times:

Monday to Friday: 7am to 7pm

Saturday: 7am to 12pm

For Alderney and Sark opening times see page 56.

## Customer Charter

Guernsey Post delivers to over 29,000 addresses across the Bailiwick, six days a week, with responsibility for handling more than 70 million items of post every year. Guernsey Post is a commercial utility wholly owned by the States of Guernsey and regulated by the Guernsey Office of Utility Regulation. We are committed to improvement in our service delivery and customer relations in our core business, which is the provision of a secure, reliable and efficient postal service.

Guernsey Post's Customer Charter makes a major commitment to the residents and businesses of the Islands and we continually strive to improve our service and to develop ever closer relationships with all our customers. This Charter sets out the standards that Guernsey Post's customers can expect, telling you how to get the information you need and what you can do if we fail to meet those standards. It also explains the services we offer and how you can help us to carry on improving them.

We undertake to:

- Make posting facilities easily accessible and appropriate to meet the community's needs.
- Make letter deliveries to each local address six days a week, except for Bank Holidays.

- Collect post from all posting facilities six days a week and despatch it.
- Publish clear and current information on competitively priced, secure and reliable services, including a range of economy and time specific choices for domestic, UK, European and International destinations.
- Report on our performance, against the standards set by the Office of Utility Regulation, on our website.
- Provide Customer Service contact details in all our communications throughout our retail outlets and on our roadside post boxes.
- Provide a professional, courteous and considerate service at all times.
- Monitor customer satisfaction with our services and seek improvements in all areas to best meet your needs.
- Respond swiftly and efficiently to customer enquiries and complaints.
- Exercise the utmost integrity in providing our services by not disclosing any information about our customers without their consent, except when required to do so by law.

## Products and Pricing

We endeavour to offer a comprehensive range of products to satisfy demand for economy and time specific postal and associated services.

Clear service and product conditions, prices and standards are published for inspection and are available throughout our retail outlets and on our website.

Where we act as an agent for a service, such as FedEx, the terms and conditions of that service are clearly available to customers at the time of the transaction.

Before we make changes to our prices, services or compensation levels in areas that fall within the terms of our postal operator's licence, we will consult with the Regulator to ensure that the community's best interests are met.

Price changes will be announced through the media and published at our retail branches and on our website.

## Postal Services

Our retail team can advise on the wide range of postal and associated services available from Guernsey Post branches. These include standard, recorded and priority post services, parcel services, philately, bill payments, MoneyGram®, cash2account and foreign currency exchange. Call Customer Services for details or see our website.

All Guernsey residents should have a Guernsey Post retail branch within a two mile radius of their home, but we also

endeavour to maintain easy access to stamps outside our own retail centres, with over 100 supermarkets, garages, stationers and local stores, that currently stock booklets of stamps for local and UK addresses.

Opening hours for our retail outlets are clearly displayed at each of our premises, as well as on our website and on page 54 of this service guide.

All branches are closed on Sundays and Public Holidays.

# Service Standards and Delivery Aims

## Posting Facilities

Post boxes are provided at locations designed to meet community need and usage. Collection times are clearly displayed together with our Customer Services contact details.

We make a commitment to collect and despatch post, from all posting facilities six days a week and offer a same working day local delivery for some boxes. We record collection of post from our post boxes daily to monitor performance.

Public and Bank Holiday arrangements are published at retail branches and in the local media.

Guaranteed and Priority Services are available at all of our retail branches and any post intended for these services should not be placed in post boxes.

When usage of a roadside post box is shown to be in decline, we have to balance the costs of continuing to maintain that box against customer convenience. Sometimes a box may be removed in such cases but Guernsey Post is always open to applications for new post boxes in newly developed roads.

## Deliveries

We make letter deliveries to each local address six days a week, except for Bank Holidays. Our delivery rounds begin at about 9am and should be completed by about 1.30pm, depending on post volumes and other operating issues.

We ask our customers to provide and maintain a suitable and secure letterbox, fully accessible to delivery staff and to ensure that delivery to their property is safe. Details of

preferred postbox sizes are available on our website and from Customer Services.

If you receive post not addressed to you, we want to know about it. Please call Customer Services so our team can record the details and take action to improve our service.

## Undeliverable Post Policy

When we can't successfully deliver an item of post (e.g. when the item is marked 'unknown at this address'), we review the address and attempt an alternative delivery when appropriate. Failing that, we follow set procedures, depending on the type of item, where it was sent from and the service used to send it. See page 75 for procedures or go to our website.

Where we are the agent for the service used, such as FedEx, that operator's terms and conditions apply.

## Measurement and Reporting

Actively listening to customers is very important to us.

We monitor customer feedback and satisfaction and we are highly flexible in the way we seek to improve our services and procedures.

- We regularly monitor the quality and reliability of our service.
- We use an independent research company to measure the delivery performance of inward and outward letter post between our Bailiwick, Jersey and the UK.

- We consult closely with Postwatch Guernsey.
- We work closely with the Alderney Post Partnership Board.
- We monitor our performance against the published regulatory standards and publish the results every six months, through our retail network and on our website.

## Quality of Service

Service targets have been a part of the Guernsey Post postal operator's licence since 1 October 2003. We report to the Regulator on our performance against our targets and we submit a return to the Regulator every 12 months, as well as publishing our targets at six month intervals.

Our measurement systems are also subject to independent audits from time to time by the Regulator. Call Customer Services for our service targets update or go to our website.

# Our Service Standards and Delivery Aims

## Delivery Expectations

The table below should only be used as a general guide.

For more accurate posting dates please call customer services on 711720.

Services	Delivery Expectations	Guaranteed
Bailiwick Special Delivery	99% next day	Yes
Bailiwick Letters, Large Letters & Packets	95% next day	No
Bailiwick Parcels	2-3 days	No
UK, Jersey & IOM Special Delivery	99% next day*	Yes
UK, Jersey & IOM Letters, Large Letters & Packets	80% next day	No
UK, Jersey & IOM Parcels	3-5 days	No
Airsure	3-6 days	No
International Signed For	4-6 days	No
International Standard Letters, Large Letters & Packets to Europe	4-6 days	No
International Standard Letters, Large Letters & Packets to Rest of World	6-8 days	No
International Standard Parcels	5-10 days	No
International Economy Parcels	15-42 days	No
International FedEx	1-4 days**	Yes

\*Some remote areas will take longer

\*\*Covers 90% of destinations

## Enquiries or Complaints

To find out how to make an enquiry or complaint, or for problems with lost or damaged items, see page 75.

To find out what to do about an unresolved complaint, also see page 75.

For a full copy of our Customer Charter, call Customer Services or go to our website.

## Post Acceptance Guidelines

### Wrap and Pack

We take great care of every item that passes through our system and you can help us by making sure yours is properly wrapped and packed. Even small items such as a pen or a keyring need adequate wrapping to prevent damage by our mechanised sorting equipment.

When packing your item please refer to the three formats on pages 1-21. To make the job easier, we sell a range of postal packaging at our Smith Street and Envoy House branches, whilst our retail team can advise you on appropriate insurance and the best postal service for a timely delivery.

#### A Bag or Box?

For an item such as a book, a padded bag is often sufficient. If you think your item needs more protection, put it into a box: boxes and other durable packaging can be purchased from both Smith Street and Envoy House. Make sure the box is big enough to take the item, with room to spare and then pack that extra space all around with plenty of cushioning. Scrunched-up newspapers, kitchen towels and tissue papers make effective padding. Corrugated paper is another good choice and polystyrene chips or bubble wrap are even better, but whatever you choose, **make sure you use plenty.**

# Post Acceptance Guidelines

If there are parts that stick out of the item you're sending - teapot spouts, handles etc. - make sure that they are properly supported. Fragile objects such as glass and china should be sent by parcel post only with appropriate insurance.

Mark your package 'FRAGILE' if it contains anything that might break in transit. Unfortunately we cannot take responsibility for anything that is inadequately protected. It is your responsibility to pack it correctly and to mark it if it needs special handling.

## Seal of Approval

Make sure you seal your package securely with strong, wide tape. If you wrap it entirely in paper or plastic, make sure that it is strong enough and, again, seal well with tape. As an extra precaution you can also tie your package with string but please keep the ends short. If you use staples, please take care not to leave any dangerous points exposed, as these could cause injury to package handlers.

## Packing Advice



### Electrical equipment

For computers, televisions, mobile phones and MP3 players (or similar), the original transit box should be used as it will contain specially designed packaging. No compensation will be paid for items damaged in transit that are not packed in their original box.

### Compact discs, DVDs and vinyl records

If you are sending only one DVD or CD, place in plastic or cardboard sleeve and use an appropriately sized envelope or jiffy bag. If the disc is of particular importance or a vinyl record, sandwich it between two pieces of thick cardboard at least 25mm (1 inch) larger in area all round than the actual item. Then wrap in brown paper and seal with strong tape. If you are sending more than one item, pack them together in a box with cardboard between each layer. Use plenty of soft packing on all sides to stop them moving. Mark your package 'DO NOT BEND'.

### Recording tapes and audio and video cassettes

Padded bags are usually adequate, but if the item is particularly important or valuable, use a strong box with plenty of packing all round.

### Films

Put them in a strong envelope with a separate label showing your name and address attached to each one.

### Photographic prints

Use a special envelope strengthened with card or put some strong card into a manila envelope, making sure that it is bigger all round than the prints. Mark the envelope 'DO NOT BEND'.

### Maps, plans, drawings etc.

These should be rolled up and placed in strong cardboard tubes, securely sealed at both ends.

### Paper goods

For a few sheets, an ordinary envelope will suffice. For small quantities, use a padded bag and for larger quantities, place in a strong box with plenty of extra packing all round.

### Sharp implements

Sharp items such as scissors, knives and chisels may be sent by post only if sharp edges and points are adequately covered with a suitable protective material (strongly attached) to prevent damage to other packages or injury to anyone handling the package.

### Umbrellas and fishing rods

Place between two strips of rigid material, larger than the item itself and wrap and seal well. Alternatively, use a plastic tube - water pipes and drainpipes are ideal.

### Toys and games

The manufacturer's box is not usually designed to cope with being sent through the post. Always put such items into a strong cardboard box and both wrap and seal well.

### Musical instruments

Always use an extremely strong box with plenty of soft packing to prevent movement. Loose parts such as the bridge on a violin should be removed and packed separately.

### Suitcases

Suitcases can be sent if left unlocked.

### Perishable articles

We strongly recommend Special Delivery for perishable articles, which in general should be sent by letter post. Container lids must fit tightly and be sealed with adhesive tape and perishable items should be sealed in a waterproof bag, contained within a strong box and adequately wrapped to prevent contamination of other items. All such items must be clearly marked 'PERISHABLES'.

## Packing Advice



### Liquids

Liquids and 'wet' foods must be completely waterproofed, with all containers securely sealed and wrapped in corrugated fibreboard or similar. For bottles, use approved wine/spirit packs or individual cushioning with enough absorbent material to contain any leaks.

### Strong-smelling substances

These should normally be sent by parcel post. They must be packed so as not to soil or taint other parcels. Container lids must fit tightly and be sealed with adhesive tape and the item sealed in a waterproof bag, contained within a strong box and adequately wrapped.

### Tea and coffee

All powders and fine grains should normally be sent by parcel post. Items must be packed so as not to soil or taint other parcels. Container lids must fit tightly and be sealed with adhesive tape and the item sealed in a waterproof bag, contained within a strong box and adequately wrapped.

### Fruit and vegetables

Hard fruits such as apples and pears should be individually wrapped in paper and placed in a strong box with plenty of protective packing all around. Soft items such as grapes and strawberries must be packed so that no moisture can leak out. Use a strong box with an internal wrapping of polythene, greaseproof paper or similar. Mark your parcel 'FRUIT - HANDLE WITH CARE'.

### Sending foodstuffs to the USA

By law, anyone planning to send manufactured foodstuffs to the USA must complete online documentation before posting to advise US Customs of the package's impending arrival. The legislation applies to all manufactured food and drink for human or animal consumption posted to the USA from anywhere in the world.

A prior notification reference number must be obtained from the United States Food and Drugs Administration (FDA) and this can only be done electronically from [www.access.fda.gov](http://www.access.fda.gov).

This number must be put on your Customs declaration form as part of your package. The FDA estimates that requesting a reference number via the web should take no longer than 15 minutes. This free facility is available 24 hours a day, seven days a week, but if you need assistance with the online pre-notification system, call our Customer Services team.

Guernsey Post has been instructed not to accept items that do not bear a notification number. Failure to comply with these new regulations, either by not having a prior notice reference number or by providing an inaccurate description of the food being sent, will result in the package being returned to the sender (if there is a return address) or destroyed when it reaches the USA.

The only exemption is food made by an individual at home sent as a personal gift to an individual in the USA. To avoid delay and inconvenience, all homemade items must be clearly marked as such.

To find out more about these regulations, you can contact the FDA at [www.fda.gov](http://www.fda.gov)

### Flowers

Flowers sent by post should be packed in a strong cardboard box with tissue paper between layers. Use soft packing material to stop the flowers moving. If you use any sort of moisture-retaining material to keep your flowers fresh, they must be enclosed within a plastic bag to prevent leakage.

### Living creatures

Live bees, leeches and silkworms can be sent through the post but must be properly enclosed to avoid any risk of injury to anyone handling the item, as well as the risk of damage to other packets. Other harmless living creatures such as mealworms, earthworms, ragworms, lugworms, caterpillars and maggots can also be sent by post. Certain parasite insects and parasite predators may be sent by post as well, but only to and from recognised expert bodies or institutions.

### Important information

**Customers are advised that all post is subject to inspection by HM Customs and that other specific restrictions and regulations may apply in other receiving countries.**

## Underpaid Post

Guernsey Post reserves the right to impose a surcharge for underpaid post (£1 plus twice the underpaid amount). This surcharge will be sought from the addressee upon delivery.

# Post Acceptance Guidelines

## Items That Cannot be Posted

Although we try to carry most things, there are certain items we cannot accept for legal and safety reasons. We may return any of the following items to the sender or dispose of them. In some cases, the sender may be prosecuted.

You may not send prohibited items through the international postal service. Prohibitions and restrictions vary from country to country and can sometimes apply to valuable items, as well as, to other apparently ordinary items. Some of the most common prohibited items are listed below and you can call Customer Services if you need any additional advice.

Prohibited goods are not limited to industrial items and can, indeed, be items that we use every day. You need only look in your bathroom to find antiperspirant or hairspray aerosols containing flammable propellants that are totally unsuitable for posting. Or you can go to your garage or garden shed to see tins of paint or turpentine, petrol cans and garden items such as weed killer and pesticides. They may have flammable or toxic symbols on them and instructions for their safe use but often no mention is made of any safe and proper transport guidelines.

All these items are defined under international transport regulations as **Dangerous Goods**, and are subject to strict regulations governing their safe transport, whether by air, sea, road or rail.

### Items classified as Dangerous Goods

- Any Item classified under the Civil Aviation Organisation Technical Instructions for safe transport of Dangerous Goods (Air).
- Any Item classified under the International Maritime Dangerous Goods Code (Sea).

#### ■ Explosives (Class 1)

Examples



Explosive

Ammunition  
Blasting caps  
Fireworks  
Flares  
Fuses  
Igniters  
Nitroglycerine

#### ■ Gas Compressed/Flammable (Class 2)

These are gases that are compressed, liquefied or dissolved under pressure



Flammable gas



Non-flammable compressed gas



Toxic gas

Examples

Airbags  
Butane  
Cigarette lighters  
Cylinders for camping stoves / blowlamps

#### ■ Flammable liquids (Class 3)

Flammable liquids are mixtures of liquids or liquids containing solids in a solution or suspension which give off flammable vapour.



Flammable liquid

Examples

Alcohol of 70% volume or higher  
Cigarette lighters  
Cleaning compounds  
Gasoline  
Lighter fuel  
Nail varnish  
Paint  
Paint thinners and removers  
Varnish Solvents including inks

**Perfumes & aftershaves.** Perfumes & aftershaves that are classed as flammable are **prohibited**.

#### ■ Flammable solids (Class 4)



Flammable solid

Examples

Matches (**any type, including safety**)  
Phosphorous  
Potassium  
Zinc powder

#### ■ Oxidising Substances & Organic Peroxides (Class 5)



Oxidizing agent



Organic peroxide

Examples

Bleaches  
Caustic soda  
Cleaning compounds  
Cleaning fluids  
Components of fibreglass repair kits  
Nail varnish removers  
Paint removers  
Peroxides  
Rust removers

**All oxidising substances and organic peroxides are prohibited.**

#### ■ Toxic (Poisonous) and Infectious Substances (Class 6)



Toxic

Examples

Arsenic  
Medical waste  
Mercury  
Pesticides  
Poisons  
Rat poison

**All toxic substances are prohibited.**

# Post Acceptance Guidelines

## ■ Radioactive material (Class 7)



Radioactive

*Examples*  
Fissile material  
Radioactive waste

## ■ Miscellaneous Dangerous Goods (Class 9)



Miscellaneous

*Examples*  
Asbestos  
Self-inflating life saving devices

## ■ Corrosives (Class 8)



Corrosive

*Examples*  
Batteries (except when in original retail packaging)  
Caustic soda  
Household bleach  
Nitric acid  
Permanent hair dyes  
Sulphuric acid  
**All corrosive substances are prohibited.**

**Most Dangerous Goods should have a label on them to denote their classification.** Items displaying any of these symbols on the packaging or container must be considered **Dangerous Goods** and are therefore **prohibited**.

## Restricted/Prohibited Items

Which do not necessarily fall into Dangerous Goods classification

### Crackers/Party Poppers

These can only be posted in complete made up form.

### Drugs

Controlled drugs may not be sent.

Drugs for medical or scientific purposes – can be sent only by medical practitioners in an emergency.

### Filth

*Examples:* Dirt, waste and refuse.

### Clinical and medical waste

*Examples:* Used dressings, bandages, needles, cotton wool.

### Indecent, obscene or offensive articles

*Example:* Pornographic material.

### Counterfeit currency

*Examples:* Banknotes and stamps.

### Dry Ice

This is solid carbon dioxide.

### Cremated human remains

### Environmental waste

*Example:* Used engine oil or used batteries.

### Firearms

Items that give the appearance of being a prohibited weapon or explosive ordnance, even if incapable of being used as a weapon, will be subject to closer scrutiny, which will cause delay.

### Foreign lottery tickets

Except UK lottery tickets.

### Living creatures

See page 69 for exceptions.

### Battery powered appliances

These should have the batteries removed and separated from the appliance.

### Magnetised material

*Except:* Credit cards, video/audio cassettes, loudspeakers and floppy discs.

### Sharp Items

*Examples:* Knives, gardening and household tools, (unless properly packaged and protected).

### Water based paints and inks

Volume to be no greater than 125ml.

### Pathogens

These are items that can cause disease, such as a virus.

All items sent by post are subject to X-ray screening for security purposes so please take care to package items such as memory sticks and films correctly.

Guernsey Post may at any time refuse to accept any item if there is any reason to believe that the item may be classified as dangerous, prohibited or restricted.

Guernsey Post reserves the right to send an item by surface/sea if it is otherwise unable to be carried by air and accepts no liability for any resultant delay to the item or the consequences thereof.

The above policies may change without notice to reflect the latest regulations and changes in Royal Mail and Parcel Force post acceptance guidelines.

# Post Acceptance Guidelines

## Getting the Address Right

**Writing an address may seem like the simplest thing in the world, but all too often something is left out and that makes it harder for Guernsey Post to do its job - which is to get your letter or package where it needs to go as quickly as we can and with as little fuss as possible.**

At full speed, our mechanised sorting equipment processes around 30,000 pieces an hour - but it recognises only the post that has a postcode as the final line of the address. We should also remind you that postal administrations in other countries have varying standards for addressing post, so it is always worth checking when sending post to international destinations.

A correct postal address must consist of certain elements. Every house and business has a complete postal address which helps us to deliver all letters more quickly, accurately and cost effectively. The table below identifies the possible elements that make up an address and details whether each is required for the delivery of post.



DATA	POSTALLY REQUIRED	P.O. Box	LOCAL	UK
Name of addressee (title, initials, surname)	As applicable	Mrs Jones	Mr A Le Page	Mr A Smith
Company / Organisation	As applicable	Guernsey Press	LP Stationery	Acme Plc
Building Name (not needed if it has a number)	Yes (or PO box number)	PO Box 57	LP House	Acme House
Number of building & name of street or road	Yes (not when PO box)		Le Pollet	3 High Street
Additional locality information (only where similar road names exist within a Post Town Area)	Yes (not when PO box)		St Peter Port	Hedge End
Post Town (capital letters)	Yes	GUERNSEY	GUERNSEY	SOUTHAMPTON
County	No (provided Post Town and Postcode are included)	Channel Islands	Channel Islands	Hampshire
Postcode (Capital letters)	Yes	GY1 3BW	GY1 1BA	SO31 4NG

## Addressing Your FAQs

### Do I need postcodes on local post?

We require postcodes on ALL POST. Any post without a postcode, or with a postcode that is incorrect or in the wrong place, has to be manually sorted at each process, making our job harder and possibly resulting in delay. We will endeavour to deliver your post even without a postcode but we can provide you with a better service if we have a postcode to work with.

### Why isn't my postcode unique to me?

Some organisations are allocated a unique postcode to ensure the segregation of large deliveries of post to a single address but our postcodes usually cover more than just one address in a specific area.

### Why must the postcode be at the end of the address?

Our mechanised sorting equipment 'reads' every address from the bottom and that's why it's so important for the postcode to be at the end of the address, on a single line by itself.

### Can the machinery read handwriting?

Our equipment is able to read both typed and handwritten addresses as long as the wording is clear and the envelope is free of written clutter. Poor contrast between the print and envelope colour may also make an address difficult for our machine to pick up. Particular care should be taken to ensure that the first part of a Bailiwick of Guernsey postcode reads GY because if this bit isn't clear, your post could end up in Glasgow or Guildford.

### Is a part written postcode any good to you?

No. Our sorting equipment will reject incomplete postcodes as 'not registered'.

### What if my database has addresses without postcodes?

If you need any help coding your electronic list, call Customer Services.

### Do I still need a postcode for my PO Box?

Companies and individuals who hire PO Boxes from Guernsey Post will be made aware that their PO Boxes have a unique postcode different from that of their actual addresses. It is essential that the PO Box postcode is used on all communications and not the postcode for the box holder's actual address.

### How can I find the right postcodes?

If you don't have the postcode for a local address, simply use the postcode finder on our website or call Customer Services. For UK postcodes you can use the Royal Mail website [www.royalmail.com](http://www.royalmail.com) or call Royal Mail on 0906 302 1222 any time between 8am and 6pm, Monday to Friday, (calls cost 50p per minute, up to a maximum of £5) or call

0845 711 1222 between 6pm and 8pm, Monday to Friday, 9am-5.30pm on Saturday and 9am and 2pm on Sunday (calls charged at the UK rate).

### What about sending post overseas?

When sending post to international destinations, please check the addressing standard of the country in question. Some countries have special requirements for certain destinations and items.

### Do I have to put my address on the post item?

We recommend that all international postal items display the complete name and address of both sender and recipient. For some countries, Canada for instance, failure to do so will result in your post not getting through. See our undeliverable post policy (page 66) for more information.

### When do I need a customs declaration?

Complete and legible customs declarations - along with any required import documentation - must be provided to identify the contents of any package leaving the Bailiwick of Guernsey and specifically when sending Special Delivery items for next working day guaranteed delivery. Loose descriptions such as 'gift' or 'present' are unacceptable.

### What if I change house or business name?

You need to let us know when you are changing your house or business name. You can do this in a number of ways.

### Contact Customer Services on:

Telephone: 711720

Fax: 712082

Email: [custserv@guernseypost.com](mailto:custserv@guernseypost.com)

Use the **Enquiry form** on **[www.guernseypost.com](http://www.guernseypost.com)**

Write to: Customer Services  
Guernsey Post Limited  
Envoy House  
La Vrangue  
St. Peter Port  
GUERNSEY  
GY1 1AA

*Please ensure that you provide the following:*

- First name(s)
- Last name
- Telephone number
- Email address (if applicable)
- Company (if applicable)
- Address in full (including postcode)
- Date of change

# Undeliverable Post Policy

## Post Sent from the Bailiwick

We recommend our customers include an external return address (ERA) on all items posted to local, UK and foreign destinations. The best place for your ERA is on the back of your post (in the middle at the top, no bigger than 70mm x 30mm).

Companies with franking machines can put their ERA in the slogan block in their franking impression. The supplier of your machine will automatically apply Royal Mail's Return Address Guidelines that Guernsey Post has adopted for ease of handling. If you want to protect your company's

identity you can choose to have a PO Box address as your ERA. Customer Services will arrange this for you.

With an address for the sender, any undeliverable post can be returned by the delivering administration. Return of undeliverable post cannot be guaranteed if the sender's details are not on the outside of the item.

Also ensure you complete and attach a customs label if you are sending packets or parcels to anywhere outside the Bailiwick. See Postal Services for more information.

## Post Received in the Bailiwick

### Standard letter post (including International Signed For and Airsure items)

When we fail to deliver an item of post, for example where the item is marked 'unknown at this address', we scan the address and attempt a second, alternative delivery if we can find one. Otherwise we follow the procedures set out below. How we treat the undeliverable item depends on that item's type and origin as well as the service used.

When we are the agent for the service used, such as FedEx, that operator's terms and conditions apply.

**From local to local** Items are returned when the sender can be identified. If this is not possible, the item is retained for three months.

**From UK to Guernsey** Items are returned when the sender can be identified. If this is not possible, the item is returned to Royal Mail's Undeliverable Mail Centre.

**From overseas to Guernsey** Items are returned when the sender can be identified. If this is not possible, the item is returned to the postal authority in the country of origin.

### Recorded letter post

A Delivery Card is left at the addressee's property and the item is retained for one week pending instructions for redelivery or collection from Envoy House. Otherwise the following procedures apply:

**From local to local** Items are returned when the sender can be identified. If this is not possible, Guernsey Post retains the item for three months.

**From UK to Guernsey** Items are returned when the sender can be identified. If this is not possible the item is returned to Royal Mail's Undeliverable Items Centre.

**Special Delivery or parcel services** A Delivery Card is left at the addressee's property and the item is retained for three weeks, pending instructions for redelivery or collection from Envoy House. A second delivery attempt is made and if this fails the following procedures apply.

**From local to local** Items are returned when the sender can be identified. If this is not possible, the item is retained by Guernsey Post for three months.

**From UK to Guernsey** Items are returned when the sender can be identified. If this is not possible, the item is returned to the Royal Mail Undeliverable Items Centre or Parcel Force central hub.

**From overseas to Guernsey** Items are returned when the sender can be identified. If this is not possible, the item is returned to the postal authority in the country of origin.

## Mailing Preference Service (MPS)

If you want to reduce the amount of personally addressed advertising and unsolicited post you get from UK based organisations, you can contact the Mailing Preference Service (MPS), a non-profit making body established by the direct marketing industry to help people manage the volume of unsolicited post they receive.

MPS offers options to register a previous occupier of a current address, register a previous address, register details of someone who has died, or register other members of your household but continue to receive post yourself.

You can register free of charge with MPS and your registration will be effective for five years. For a registration form or to find out more about the services offered by MPS, visit [www.mpsonline.org.uk](http://www.mpsonline.org.uk) or use the link at [www.guernseypost.com](http://www.guernseypost.com). You can also call them on 020 7291 3310 or write to them at:

**Mailing Preference Service**  
Freepost 29  
LON20771  
LONDON  
W1E 0ZT

## Claims Procedure

### Our policy

We strive to acknowledge 99% of all complaints and compensation claims within two working days.

For an item not delivered within the service standard period to Jersey, Isle of Man or UK addresses or where the item is lost or damaged on its way to these destinations, the complaint will be investigated in line with Guernsey Post procedures. The enquiry will be active for a maximum of one month and you will be advised of the outcome, with compensation (if appropriate) awarded in accordance with the service used and usually no later than one working week from the date the enquiry is closed.

Where items posted to a foreign address are not delivered within the service standard period, or where the item is lost or received damaged, the complaint will be investigated in line with Guernsey Post procedures. The enquiry will be active for a maximum of two months and you will be advised of the results, with compensation (if appropriate) awarded in accordance with the service used, usually no later than one working week from the date the enquiry is closed.

Because postal services in other countries are involved, we cannot always resolve your problem within the 10 working days we lay down for domestic enquiries.

Enquiries for compensation will be investigated if received within three months of the date of posting, with the exception of Special Delivery where enquiries can be made up to 12 months from the date of posting.

We monitor our management of enquiries and complaints very closely and report against our targets every six months on our website.

### How to make an enquiry for lost or damaged items

Enquiries can be made by the sender or by the addressee by post or fax, by telephone, by email or by completing a **Claim form** available from our retail branches and on our website.

We may need to inspect damaged or delayed items and their packaging, so please keep them. When submitting a claim for loss or damage, you will need evidence of the cost of your item plus your proof of posting (some services provide receipts with unique identifiers; for others a free certificate of posting can be requested at the time of posting).

Our **Claim form** asks for the following information:

- Who sent the item?
- To whom the item was addressed?
- Description of the contents.
- Description of size, shape and wrapping.
- Where the item was posted.
- Date the item was posted.
- Postage cost and your receipt.
- Service used.
- Letter/parcel reference number.

### Enquiry timeframe summary

Destination of item posted	Claim must be made within	Resolution period
Bailiwick	3 months	10 working days
Jersey, UK Isle of Man	3 months	1 month and 1 week for payment
International	3 months	2 months and 1 week for payment
Special Delivery	12 months	1 month and 1 week for payment

### How to make a complaint

Complaints can be made by post or fax, by telephone, by email or by completing a **Comment/Complaint form** available from our retail branches and on our website.

### Unresolved complaints

When a complaint remains unresolved, either because you are dissatisfied with the outcome or the target time for resolution has passed, you can choose to take the matter further.

You have the right to contact the Department of Commerce and Employment Trading Standards Service (details below). If it finds that the matter is not adequately resolved, Trading Standards will act impartially to try to find a fair outcome for all parties. If Trading Standards believes we have acted reasonably, you will be informed, but if your complaint is still unresolved, you can ask for the matter to be referred to the Guernsey Office of Utility Regulation (OUR), which will receive a report from the Trading Standards Service. Both the complainant and Guernsey Post will receive copies of the Trading Standards report and it will be up to the OUR to decide on the outcome of the complaint. The Trading Standards Service will periodically report to the OUR with details of any complaints it receives.

These procedures do not in any way prevent you, as a customer, from seeking legal resolution through the courts.

### Contact details:

Consumer Adviser  
Trading Standards Service  
PO Box 459  
GUERNSEY  
GY1 6AF  
Telephone: 234567  
Fax: 235015  
Email: [ts@commerce.gov.gg](mailto:ts@commerce.gov.gg)  
Website: [www.gov.gg/tradingstandards](http://www.gov.gg/tradingstandards)

# Compensation

## Compensation Summary

All claims must be supported with a receipt as proof of posting, whichever service is used. We provide a certificate of posting, on request, at the time of posting. For any claim to be considered, proof of the cost of the item posted must also be submitted. No Guernsey Post services offer consequential loss insurance.

Enquiries for compensation will be investigated if received within three months of the date of posting, with the exception of Special Delivery where enquiries can be submitted up to 12 months from the date of posting.

Type of item sent	Not received (Subject to confirmation by Guernsey Post)	Damaged (Subject to confirmation by Guernsey Post and adherence to packing guidelines)	Delayed (Subject to confirmation by Guernsey Post)
Bailiwick/UK Letter/Packets	Compensation up to £36 intra-Bailiwick or £45 for the UK + postage, subject to proof of posting and cost of item.	Compensation can be awarded except for postal flowers where no compensation is payable. Up to £36 intra-Bailiwick or £45 for the UK, subject to proof of posting and cost of item.	No compensation payable except for postal flowers where the cost of flowers (up to £45) is refunded if the item was addressed correctly but delivered after the fifth working day in the UK.
Special Delivery	Up to £2,500 awarded + postage, subject to level of insurance purchased, proof of posting and cost of item.	Up to £2,500 awarded. No postage refund, subject to level of insurance purchased, proof of posting and cost of item.	Postage will be refunded if the delay has been caused by postal network failure, but will not be refunded if the delay is as a result of inspection of the parcel by HM Customs. The loss of postal flowers is refunded after 3 working days.
Local and UK Recorded Delivery	Up to £36 intra-Bailiwick or £45 for the UK + postage, subject to proof of posting and cost of item.	Up to £36 intra-Bailiwick or £45 for the UK, subject to proof of posting and cost of item. Postage excluded.	No compensation available
Local and UK Parcel	Up to £500 awarded + postage, subject to level of insurance purchased, proof of posting and cost of item. (Standard product only provides £36 intra-Bailiwick or £45 insurance for the UK.)	Up to £500 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product only provides £36 intra-Bailiwick or £45 insurance for the UK.) Postage excluded.	No compensation available.
International Parcel	Up to £500 awarded + postage, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £150 insurance.)	Up to £500 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £150 insurance.) Postage excluded.	No compensation available.
International Signed For and Airsure	Up to £500 awarded + postage, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £36 insurance.)	Up to £500 awarded,, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £36 insurance). Postage excluded.	No compensation available.