



GUIDE TO SERVICES 2011

Postwatch

Postwatch Guernsey is an independent organisation established in 2001, as a condition of the Postal Licence issued to Guernsey Post Limited (Guernsey Post).

Postwatch is not connected to Guernsey Post or to the States of Guernsey and its members are volunteers who give their time with no remuneration in return.

Nearly everyone in the Bailiwick uses at least one of Guernsey Post's services and it is important that all customers - whether individuals or businesses - have an effective consumer body to represent their views and interests. The role of Postwatch is to protect, promote and develop the interests of all customers of Guernsey Post and to help ensure that Guernsey Post provides the best possible cost-effective service.

We invite users of Guernsey Post's services who have any comments or concerns about the Bailiwick's postal service to contact Postwatch.

Its Mandate and Constitution is set out below, together with contact details, the names of the current members and the bodies they represent (where appropriate).

Constitution

- Postwatch will avoid any political involvement in its membership, ensuring that a cross section of members of the Community are appointed as Postwatch members to maintain a balanced view which reflects the best interests of customers. It is envisaged that the following bodies should be represented: Chamber of Commerce, GIBA, CGI, GPECC and business users, as well as private individuals. There shall be a maximum of 12 members.
- Postwatch reserves the right to invite other interested parties to attend its meetings and also reserves the right to refuse attendance at any of its meetings, by any group or individual, if it is deemed not to be in the best interests of Postwatch's mandate; such refusal will not be unreasonably applied.
- Other than the first Chairperson, who was appointed at the request of Guernsey Post, the Chairperson shall be elected from Postwatch's members. Although it is preferred that the Chairperson retires after three years in the role, if members are in agreement as a majority and the Chairperson is willing, the period can be extended for further annual review/election.
- Nominations for membership should be proposed and seconded by Postwatch members and the normal term of office will be 12 months. All members can be re-elected for a further period subject to agreement by the member and the majority of Postwatch Guernsey. In the event of a tie, the Chairperson shall have the casting vote.
- The Chairperson will convene meetings of Postwatch as the need arises, such meetings to be held with no fewer than five members.
- To act in the best interests of all users of the services offered by Guernsey Post by acting as a watchdog; to protect, promote and develop the interests of all customers of Guernsey Post's services; and to ensure that customers receive the best possible cost-effective service from Guernsey Post.
- To monitor, on an ongoing basis, Guernsey Post's compliance with the various Quality of Service targets agreed with the OUR including: end to end delivery targets for the various post streams; delivery failures; operational failures; complaint handling; compensation claims and the like.
- Where considered appropriate or necessary in relation to the ongoing monitoring process, Postwatch reserves the right:
 - to visit Postal Headquarters at Envoy House and/or
 - (subject to access having previously been agreed with Guernsey Post management, either generally or specifically) to liaise with relevant people within Guernsey Post, including the Customer Services team.
- Where considered appropriate or necessary, to make recommendations to Guernsey Post management in connection with the maintenance and improvement of services to the customer.
- It is expected that all customer complaints will, in the first instance, be directed by customers to Guernsey Post. In the event that a complaint is not resolved to the satisfaction of the customer and, in the opinion of Postwatch, the complaint has not been satisfactorily dealt with by Guernsey Post, Postwatch will investigate and pursue the matter with Guernsey Post.
- Postwatch will review, seek customer feedback/ comments on and issue formal responses to:
 - any Consultation Documents, Directions or similar documentation issued by the OUR;
 - any documentation issued by Guernsey Post for comment, e.g. as part of a public consultation exercise.
- As and when circumstances demand, Postwatch may take such action as it deems necessary to protect the interests of customers. Such action may include but need not be limited to:
 - the convening of public meetings;
 - highlighting issues of importance to customers via the media and/or seeking the publication of notices/letters etc as deemed appropriate;
 - making representations to the OUR in order to protect the interests of customers;
 - publishing an Annual Report made available at **www.guernseypost.com**.

Our Mandate

Postwatch Guernsey

Postwatch

Postwatch contact details

Customers can write to Postwatch, either by letter or email, or call and leave a voice mail message.

The Chairperson
Postwatch Guernsey
FREEPOST
PO Box 633
St. Peter Port
GUERNSEY
GY1 5SS
Email: postwatchguernsey@cwgsy.net
Telephone: 01481 733561 (voice mail facility)

Postwatch Guernsey membership

Dennis Le Moignan	Chairman
Andrew Deane	Vice-Chairman
Fiona Willis	Guernsey Volunteer Service
Denis White	
Bryan Guilbert	
Jonathon Webb	
Kate Raleigh	
Andy Goodall	Crime Prevention Officer