

Customer Services

Compliments, Complaints & Enquiries

Procedures and Guidelines

From 3rd January 2024



www.guernseypost.com

GUERNSEY
POST 

How To Contact Us

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

 **Customer Services 711720**

*Monday to Friday 8.30am to 5pm.
Please note your calls may be recorded
for training and security purposes.*

 custserv@guernseypost.com

 www.guernseypost.com

 **712082**

Compliments, Complaints & Enquiries

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Our Customer Services Team are available to provide help and assistance Monday to Friday between 8:30am and 5pm. During these hours you can visit Envoy House to speak with a member of the team in person or you can get in touch by telephone, email or fax.

Where To Find Us

A list of all Bailiwick branches can be found on our website

 www.guernseypost.com/locations-opening-hours

Customer Services

Our Customer Charter

A full copy of our Customer Charter is available on our website

 www.guernseypost.com/customer-charter

or by contacting Customer Services to request a copy

 **Customer Services 711720**

 custserv@guernseypost.com

Our Customer Charter makes a 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.

Our Customer 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.

In summary we undertake to:

- Make posting facilities easily accessible and appropriate to meet the community's needs.
- Make Standard Letter deliveries to each local address five days a week, except for public holidays.
- Make parcel deliveries for all guaranteed items on Saturdays.
- Collect post from all posting facilities five days a week Monday to Friday, except for public holidays.
- 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 Guernsey Competition & Regulatory Authority (GCRA), on our website.
- Provide Customer Service contact details in all our communications through our retail outlets and on our roadside postboxes.
- 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 customer's 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.

Customer Services

Compliments and Complaints

Contact Guernsey Post:

 **Customer Services 711720**


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

 **custserv@guernseypost.com**

 **www.guernseypost.com**

 **712082**

Unresolved Complaints:

 **Fair Trading Officer**
Trading Standards Service
PO Box 459
GUERNSEY
GY1 6AF

 **Trading Standards 220379**

 **tradingstandards@gov.gg**

 **www.gov.gg/consumeradvice**

 **235015**

If you have a compliment or complaint about our service we'd like to know about it so please contact our Customer Service Team or fill in a Customer Comment form in any of our retail branches. We strive to acknowledge 99% of all complaints within two working days and we monitor our management of enquiries and complaints very closely.

How to make a complaint

Complaints can be made by post or fax, by telephone, by email or by completing a Customer Comment 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 Trading Standards Service (*details left*). 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 Competition & Regulatory Authority (GCRA), 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 GCRA to decide on the outcome of the complaint. The Trading Standards Service will periodically report to GCRA 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.

Customer Services

Lost or Damaged Items

We strive to acknowledge 99% of all lost or damaged item claims within two working days.

Enquiries and claims can be made by the sender or by the addressee, depending on the service used. A claim for compensation can be made if the item does not arrive within the service standard period or if the item arrives damaged.

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).

Claims for compensation must be made within the specified time frame set out in the summary table below. You will then be advised of the results of your claim with compensation, if appropriate, awarded in accordance with the service used, usually no later than one working week from the date the claim is closed.

- Compensation is subject to confirmation by Guernsey Post Limited and in the case of damaged items it is subject to adherence to the packing guidelines.
- Special Delivery items that are being sent back to the UK for return and repair or high value items are open to inspection by HMRC Border Force in the UK. Recipients of the item will therefore experience a delay, as they will be contacted by Border Force UK and asked to complete a C88A form. Recipients will need to comply with the terms & conditions of this form before the items are released.
- If compensation has been paid for a missing item which is delivered at a later date or returned, you will be liable for the reimbursement to Guernsey Post Limited for the compensation paid.
- No Guernsey Post services offer compensation for consequential loss.

Enquiry time frame

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 Tracked, International Signed, International Tracked & Signed	3 months	3 months and 1 week for payment
Priority Large Parcels & Letter Rate Items	3 months	2 months and 1 week for payment
Special Delivery - loss or damage	14 working days	1 month and 1 week for payment
Special Delivery - delayed (postage refund only)	14 working days	2 weeks and 1 week for payment

Customer Services

Compensation Summary

Compensation is subject to confirmation by Guernsey Post Limited, and in the case of damaged items, it is subject to adherence to the packing guidelines.

(See www.guernseypost.com/wrap-pack)

Items sent within the Bailiwick and to the UK where compensation is applicable.

Type of item	Not received	Damaged	Delayed
Bailiwick/UK Letter/Large Letter/Standard Parcels	Compensation up to £10, subject to proof of posting and cost of item. Plus postage.	Compensation can be awarded except for bulk postal flowers where no compensation is payable. Up to £10 subject to proof of posting and cost of item. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation payable except for postal flowers where the cost of flowers (up to £10) is refunded if the item was addressed correctly but delivered after the fifth working day in the UK.
Special Delivery (Signature required by recipient, not necessarily addressee*)	Up to £2,500 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £500 compensation.) Plus postage. Does not include consequential loss.	Up to £2,500 awarded plus postage, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £500 compensation.) Does not include consequential loss. <i>Electronic items are only covered for damage if sent in original packaging.</i>	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, weather conditions and Acts of God.
Bailiwick and UK Signed For	Up to £50, subject to proof of posting and cost of item. Plus postage.	Up to £50, subject to proof of posting and cost of item. Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.
Bailiwick and UK Large Parcel	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage.	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.

* An alternative to a handwritten signature may be possible if the attendee is unable to provide a signature due to disability, and if there is no-one else available to provide a signature.

Customer Services

Compensation Summary

Compensation is subject to confirmation by Guernsey Post Limited, and in the case of damaged items it is subject to adherence to the packing guidelines.

(See www.guernseypost.com/wrap-pack)

Items sent to Europe or the Rest of the World where compensation is applicable.

Type of item	Not received	Damaged	Delayed
Priority Large Parcel (Europe and Rest of World)	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage.	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.
International Signed For	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage.	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage. <i>Ceramics and glassware are only compensated for loss not damage..</i>	No compensation available.
International Tracked	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage.	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.
International Tracked & Signed	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage.	Up to £250 awarded, subject to level of cover purchased, proof of posting and cost of item. (Service includes up to £50 compensation.) Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.
Global Value Large Parcel	No compensation available	No compensation available	No compensation available

For a full copy of our Customer Charter, call Customer Services on 711720 or visit our website www.guernseypost.com.

Find out more

For more information about any of our services, tariffs or terms and conditions, visit www.guernseypost.com or call Customer Services on 711720

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