



# How To Contact Us

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

**Opening Hours:**  
**Monday - Friday**  
**8.30am - 5pm**

 **Customer Services 711720**

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

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

## Where To Find Us

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

 [www.guernseypost.com/locations-opening-hours](http://www.guernseypost.com/locations-opening-hours)

## Compliments, Complaints & Enquiries

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 or email.

All calls made to our Customer Services line (711720) and Switchboard (726241) are recorded for the purposes of training, security and customer satisfaction. Recordings are protected by The Data Protection Act (Bailiwick of Guernsey) Law 2017.

We are licensed by the Guernsey Competition and Regulatory Authority (GCRA) to provide postal services across the Bailiwick of Guernsey. As part of this licence, we publish the official rules for how our UK and international letter and parcel services operate. These rules are called our "Postal Scheme".

Whenever a new Postal Scheme is issued, it is published in La Gazette Officielle before it comes into effect, and it replaces any earlier version.

The Scheme includes important information such as addressing and packing guidelines, as well as the limits and exclusions that apply to our liability. These are the terms and conditions that apply when you use our services.

You can view the full Scheme on our website [www.guernseypost.com/terms\\_and\\_conditions](http://www.guernseypost.com/terms_and_conditions), or you can request a copy by calling our Customer Services Team.

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# Customer Services

## Our Customer Charter

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

 [www.guernseypost.com/customer-charter](http://www.guernseypost.com/customer-charter)

or by contacting Customer Services to request a copy

 **Customer Services 711720**

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

Our Customer Charter makes a commitment to the residents and businesses of the Islands against the background of our continuing drive to improve our service. 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 local, 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 all calls are recorded.  
See inside cover for details.*

 **custserv@guernseypost.com**

 **www.guernseypost.com**

### Unresolved Complaints:

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

 **Trading Standards 220379**

 **tradingstandards@gov.gg**

 **www.gov.gg/tscontact**

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, 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

- Compensation is confirmed by Guernsey Post Limited, damaged items must meet our packaging guidelines.
- Special Delivery returns, repairs, or high value items may be checked by HMRC Border Force in the UK which can cause delays. Recipients will receive a letter from HMRC Border Force and will need to comply with the terms & conditions of this letter before the items are released.
- If a missing item is later delivered or returned after compensation is paid, you must repay the amount to Guernsey Post Limited.
- No Guernsey Post services offer compensation for consequential loss.

We strive to acknowledge 90% of all lost or damaged item claims within three 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.

### Enquiry time frame

Destination/Service used 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	3 months	3 months and 1 week for payment
International Tracked & Signed	3 months	3 months
Priority Large Parcels & Letter Rate Items	3 months	2 months and 1 week for payment
Special Delivery - loss or damage	3 months	1 month and 1 week for payment
Special Delivery - delayed (postage refund only)	10 working days	2 weeks and 1 week for payment

## Customer Services

### Compensation Summary

Compensation is subject to confirmation by Guernsey Post Limited, and will be assessed in accordance with our internal procedures. Guernsey Post may, at its discretion, need to contact the intended recipient to confirm whether they have received the item. In the case of damaged items, it is subject to adherence to the packing guidelines. (See [www.guernseypost.com/wrap-pack](http://www.guernseypost.com/wrap-pack))

**Items sent within the Bailiwick, to the UK, Jersey, Isle of Man** where compensation is applicable.

Type of item	Not received	Damaged	Delayed
<b>Bailiwick/UK Letter/Large Letter/Standard Parcels</b>	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 for bulk postal flowers. Compensation payable 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.
<b>Special Delivery</b> <i>(Signature required by recipient, not necessarily addressee* or it may be provided by your postal worker. (Service includes up to £750 compensation.)</i>	Up to £2,500 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage. Does not include consequential loss.	Up to £2,500 awarded plus postage, subject to level of compensation purchased, proof of posting and cost of item. 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 or Force Majeure.
<b>Bailiwick and UK Signed For</b>	Up to £20, subject to proof of posting and cost of item. Plus postage.	Up to £20, subject to proof of posting and cost of item. Plus postage. <i>Ceramics, glassware and musical instruments are only compensated for loss not damage.</i>	No compensation available.
<b>Bailiwick and UK Large Parcel</b> <i>(Service includes up to £50 compensation.)</i>	Up to £250 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage.	Up to £250 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage. <i>Ceramics, glassware and musical instruments 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 will be assessed in accordance with our internal procedures. Guernsey Post may, at its discretion, need to contact the intended recipient to confirm whether they have received the item. In the case of damaged items, it is subject to adherence to the packing guidelines. (See [www.guernseypost.com/wrap-pack](http://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
<b>Europe and Rest of World Letter/Large Letter/Small Parcels</b>	Compensation up to £10, subject to proof of posting and cost of item. Plus postage.	Compensation can be awarded 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 available.
<b>Priority Large Parcel (Europe and Rest of World)</b> <i>(Service includes up to £50 compensation.)</i>	Up to £250 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage.	Up to £250 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.
<b>International Tracked</b> <i>(Service includes up to £50 compensation.)</i>	Up to £250 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage.	Up to £250 awarded, subject to level of compensation purchased, proof of posting and cost of item. Plus postage. <i>Ceramics and glassware are only compensated for loss not damage.</i>	No compensation available.
<b>International Tracked &amp; Signed</b>	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](http://www.guernseypost.com).

## Find out more

For more information about any of our services, tariffs or terms and conditions, visit [www.guernseypost.com](http://www.guernseypost.com) or call Customer Services on 711720



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