



GUIDE TO SERVICES 2018

Customer Services

www.guernseypost.com



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Customer Services

How To Contact Us

Contact:

Customer Services Team

Guernsey Post Ltd

Envoy House

La Vrangue

St. Peter Port

GUERNSEY

GY1 1AA

Telephone: 711720

Fax: 712082

Email: custserv@guernseypost.com

Website: www.guernseypost.com

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, you may be entitled to compensation as set out in this Guide to Services, see page 93.

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



Where to find our Bailiwick Branches

A list of all Bailiwick branches can be found on page 80, or on our website at www.guernseypost.com.

Customer Charter

Guernsey Post delivers to over 31,000 addresses across the Bailiwick, five days a week Monday - Friday, 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 Channel Islands Competition and Regulatory Authorities (CICRA). 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 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 standard Letter deliveries to each local address five days a week, except for Bank Holidays.
- Make Parcel deliveries for all guaranteed items on Saturdays.
- Collect post from all posting facilities five days a week Monday to Friday.
- 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 Channel Islands Competition and Regulation Authorities (CICRA), on our website.
- Provide Customer Service contact details in all our communications throughout 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 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.

Customer Services

Customer Charter

continued

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 76 of this service guide.

All branches are closed on Sundays and Public Holidays.

Posting Facilities

Postboxes 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 five days a week, Monday - Friday and offer a same working day local delivery from most of our Post Offices and some of our St Peter Port postboxes. We record collection of post from our Postboxes 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 Postboxes.

When usage of a roadside Postbox 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.

Deliveries

We make Letter deliveries to each local address five days a week, except for Bank Holidays. Our delivery rounds begin at about 9am and should be completed by 2.30pm, depending on post volumes and other operating issues. We also make parcel deliveries on Saturdays for guaranteed items.

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.

Customer Services

Customer Charter

continued

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 where 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 91 for procedures or visit our website www.guernseypost.com.

When 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 and Alderney Postwatch.

Delivery Expectations

The table below should only be used as a general guide. *Please note 'days' refers to working days.* For more accurate posting dates please call customer services on 711720.

Services	Delivery Expectations	Guaranteed
Bailiwick Special Delivery	99% will arrive next day	Yes
Bailiwick Letters, Large Letters & Parcels	95% will arrive next day	No
Bailiwick Large Parcels	2-3 days	No
UK, Jersey & IOM Special Delivery	99% will arrive next day*	Yes
UK, Jersey & IOM Letters, Large Letters & Parcels	80% will arrive next day	No
UK, Jersey & IOM Large Parcels	3-5 days	No
FedEx UK	1-3 days*	Yes
International Standard Letters, Large Letters & Parcels to Europe	4-6 days	No
International Standard Letters, Large Letters & Parcels to Rest of World	6-8 days	No
Global Priority Large Parcels to Europe	4-8 days	No
Global Priority Large Parcels to Rest of World	6-12 days	No
Global Value Large Parcels	6-42 days	No
International Signed to Europe	3-5 days	No
International Signed to Rest of World	5-10 days	No
International Tracked, and Tracked & Signed to Europe	3-5 days	No
International Tracked, and Tracked & Signed to Rest of World	5-10 days	No
FedEx International	2-5 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 92.

To find out what to do about an unresolved complaint, also see page 92.

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

Undeliverable Post Policy

Post Sent from the Bailiwick

We recommend our customers include a return address on all items posted to local, UK and foreign destinations. The best place for it 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 return address 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 return address. 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 parcels or large parcels to anywhere outside the Bailiwick. See Postal Services for more information.

Post Received in the Bailiwick

Standard letter post (including Signed and International Tracked 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.

Signed For 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.

For a registration form or to find out more about the services offered by MPS, visit www.mpsonline.org.uk or use the link at 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.**

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.

Customer Services

Claims & Complaints Procedure and Guidelines

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 Channel Island Competition and Regulatory Authorities (CICRA), 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 CICRA to decide on the outcome of the complaint. The Trading Standards Service will periodically report to the CICRA 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

www.gov.gg/tradingstandards

Please note: Freepost and Free return items are not covered by Guernsey Post Ltd. Each supplier has their own Terms & Conditions regarding time frames.

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. *For resolution period please refer to the enquiry time frame summary table shown below.* 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. *For resolution period please refer to the enquiry time frame summary table below,* you will then 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.

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 for delayed items up to 10 days only. Special Delivery items that are being sent back to the UK for return and repair, or high value items are open to inspection by Border Force in the UK and will therefore experience a delay as the recipient receiving the item will be contacted by them, in order to complete a C88A form and will need to comply with the terms & conditions to 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 Ltd for the compensation paid.

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 time frame 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 Tracked, International Signed and International Tracked & Signed	3 months	3 months and 1 week for payment
Global Priority Parcels & Letter Rate Items	3 months	2 month 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 days	2 weeks and 1 week for payment

Customer Services

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 10 days for delays, with proof of receipt, with guarantee delivery date specified, 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/ Large Letter/Parcels	Compensation up to £4.60 intra-Bailiwick or £6.20 for the UK + postage, subject to proof of posting and cost of item.	Compensation can be awarded except for bulk postal flowers where no compensation is payable. Up to £4.60 intra-Bailiwick or £6.20 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 £6.20) 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 + postage, subject to level of insurance purchased, proof of posting and cost of item.	Up to £2,500 awarded plus postage. Postage 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, weather conditions and Acts of God. The refund of postage for postal flowers will only be refunded if the flowers have not arrived within 3 working days.
Local and UK Recorded Delivery	Up to £46 intra-Bailiwick or £62 for the UK, subject to proof of posting and cost of item. Plus postage.	Up to £46 intra-Bailiwick or £62 for the UK, subject to proof of posting and cost of item. Plus postage.	No compensation available
Local and UK Large Parcel	Up to £500 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product only provides £50 intra-Bailiwick or £50 insurance for the UK.) Plus postage.	Up to £500 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product only provides £50 intra-Bailiwick or £50 insurance for the UK.) Plus postage.	No compensation available.
Global Priority Parcel (Europe and Rest of World)	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.
International Signed For	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.
International Tracked	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.
International Tracked & Signed	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	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.