



GUIDE TO SERVICES 2018

PostWatch



www.guernseypost.com





PostWatch Guernsey contact details:

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

The Chairperson
PostWatch Guernsey
FREEPOST GU358
PO Box 633
St. Peter Port
GUERNSEY
GY1 5SS

Email: postwatchguernsey@cwgsy.net

Telephone: 01481 733561
(voice mail facility)

PostWatch Guernsey membership

Bryan Guilbert, *Chairman*

Andrew Deane, *Vice-Chairman*

Fiona Willis

Denis White

Andy Goodall, *Guernsey Police Crime
Reduction Advisor*

Steve Hogg

Tracy Loveridge

Caroline Mullins

Nearly everyone in the Bailiwick uses the services of Guernsey Post in one way or another 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 Guernsey ("PostWatch") is to protect, promote and develop the interests of all customers of Guernsey Post's services and to ensure that Guernsey Post provides the best possible cost-effective service for all its customers.

PostWatch Guernsey is an independent organisation established in 2001 at the time of commercialisation of Guernsey Post. It is not part of Guernsey Post or the States of Guernsey and its members are volunteers who give their time without reward or remuneration.

PostWatch Guernsey does not normally hold any funds; Guernsey Post providing meeting facilities and covering the cost of secretarial services, where required. To assist the public to communicate with PostWatch, Guernsey Post provides a free of charge Freepost service and covers the cost of an incoming telephone voice mail service.

Any users of Guernsey Post services who have comments or concerns about the Bailiwick's postal service are invited to contact PostWatch.

The Mandate and Constitution of PostWatch Guernsey is set out below, together with contact details, the names of the current members and where applicable the bodies they represent.

Constitution

- The PostWatch Committee shall seek to represent a cross section of the customers of Guernsey Post. This shall be achieved by, whenever possible, appointing representatives from a number of local groups including, but not limited to: the Guernsey Chamber of Commerce, Guernsey Charities, Guernsey Police Crime Prevention, as well as individuals.
- Every attempt will be made to ensure there is a mix of men and women on the Committee.
- The PostWatch Committee shall consist of a maximum of nine members.
- Members shall appoint one of their elected number to be the Chair and one to be the Vice-Chair.
- The normal term of office of ordinary members shall be 3 years after which they may stand again for election. There shall be no maximum period during which an ordinary member may serve.
- The normal term of office for the Chair shall also be 3 years but he/she may only serve for a continuous period of six years after which he/she must stand down, although they may be elected as an ordinary member.
- When necessary elections will be held at the PostWatch meeting in April of each year, or the next available meeting after April if no meeting is held in April. Only those persons who are members at the PostWatch meeting prior to an election are entitled to vote at an election.
- Individuals may put themselves forward for initial election as an ordinary member by submitting a brief CV including what qualities they consider they might contribute to PostWatch. They must also include details of any group(s) they might represent. These details must be submitted either by e-mail or by post to PostWatch by the 15th March in any year. Persons seeking re-election need not submit any of these details.
- No member may be a sitting member of the States of Deliberation.
- A member may resign at any time, after which there may be an election of a temporary member to serve until the next regular elections in April. A temporary member shall have the same rights as an ordinary member.
- The Committee is not obliged to give any explanation to a candidate who may be unsuccessful in an election.
- At any meeting of PostWatch a quorum shall consist of four members. If such a number are not present, any decisions made at the meeting shall not have effect unless ratified at the next subsequent quorate meeting.
- Except for the election of members, in any vote, a member (including the Chair and Vice-Chair) shall have one vote and in the instance of an equality of votes the Chair (or where not present, the Vice-Chair) shall have a further casting vote.
- PostWatch may invite individuals to attend any of their meetings but such persons will not have any voting rights.

continued

- Meetings shall be held at such frequency as considered necessary by the Chairman or members but shall always meet at least twice a year.
- In exceptional circumstances the PostWatch Committee may vary these constitutional rules.

Our Mandate

- 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 Key Performance Indicators (KPIs) established by the States' Trading Supervisory Board 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 the Customer Services section of Guernsey Post. In the event that a complaint is not resolved to the satisfaction of the customer there is a further formal complaints process available to both the customer and Guernsey Post. PostWatch does not have the resources to deal with individual customer complaints and customers are requested to follow the process set out above and explained in more detail on the Guernsey Post web site.
- PostWatch will review, seek customer feedback/comments on and issue formal responses to:
 - any relevant States Policy Letters or other documents relating to the activities of Guernsey Post;
- 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 any States Committee or other body or to individual Deputies;
 - publishing an Annual Report which is to be made available at www.guernseypost.com.

PostWatch Alderney

PostWatch Alderney

Customers can write to Alderney PostWatch, either by letter or email.

PostWatch Alderney
Freepost GU226
Alderney Sorting Office
Le Grand Val
Alderney Airport
ALDERNEY
GY9 3XD

Email: alderneypostwatch@gmail.com

PostWatch Alderney membership

Tony Le Blanc
Andrew Eggleston
Jill Hooper
Nigel Lawrence
Andre Recknell