



# Consumer Code of Practice

including the Postal Compensation Scheme

## Introduction

Jersey Post is totally committed to delivering a quality service to our customers. We put the customer at the heart of all we do and view our customer's satisfaction as the basis for Jersey Post's continued success and development.

We are proud of our high quality standards and whilst every effort is always made to safeguard your mail, occasionally items may be lost or damaged. If you have cause for complaint the Jersey Post Consumer Code of Practice details what you should do if you have a complaint, how we will resolve it, and what you can do if you are not satisfied with our response.

Our Customer Services team are here to help you with your enquiries and receive your feedback. Please contact us if you need any further advice, information or assistance.

**Call us on 616616**

**Email us on [customerservices@jerseypost.com](mailto:customerservices@jerseypost.com)**

Write to or visit us at:

**Postal Headquarters**

**JERSEY**

**JE1 1AA**

Our normal business hours are 8.30am to 5pm,  
Monday to Friday, excluding Wednesday 9.00am to 5pm  
and bank holidays.



THE NUMBER OF POSTBOXES  
JERSEY POST COLLECTS FROM  
TWICE A DAY

Jersey Post Group prides itself on its levels of customer service and has set standards that it will always strive to achieve when dealing with any customer enquiries and complaints to ensure a consistently first class service.

## Our aims:

- to be trusted by our customers to provide accurate information and advice
- to be seen by our customers as a friendly and approachable organisation
- to be knowledgeable so that we are able to meet the needs of our customers effectively
- to be honest and reliable so that our customers can have confidence in our services
- to deal with all enquiries courteously and professionally
- to listen to our customers and be pro-active in identifying areas for our own improvement.

## What can our customers expect from us?

- to ensure that all enquiries and complaints are dealt with promptly, openly and fairly
- to consistently provide a first class level of customer service
- to keep our customers informed of the progress of their enquiry or complaint
- to always consider new ways of improving our customer service and to be receptive to any feedback that may help us achieve this
- to provide our business customers with a Relationship Manager; all enquiries and complaints can be directed through the Relationship Manager or Customer Services.

# 41,500

THE NUMBER OF HOMES AND  
BUSINESSES JERSEY POST  
DELIVERS TO DAILY

To ensure that we deliver consistently first class level of customer service we have developed the following guidelines:

## **When a customer telephones us we will:**

- aim to answer all telephone calls within 10 seconds
- inform our customers of where their call has reached and the name of the person handling their call
- ensure our staff take ownership of all calls and, where possible, resolve the enquiry at first point of contact.

## **When a customer writes to us we will:**

- acknowledge receipt of the customer's correspondence in writing within 2 working days
- contact our customer directly by telephone to seek any further information that is needed to assist with the enquiry or complaint.

## **When a customer deals with us in person we will:**

- ensure that all customers have the facility to discuss any enquiries on a one to one basis during Customer Services' normal working hours
- make sure that there is a suitable area available where customers can discuss matters discreetly if requested
- make certain that all our staff are wearing the correct identification at all times.

## **When a customer e-mails us we will:**

- acknowledge receipt of the customer's correspondence by email within 2 working days
- contact our customer directly by email to seek any further information that is needed to assist with the enquiry or complaint.

## **In all cases we will:**

- aim to resolve all cases as stated in the timescales outlined and in every case ensure that every effort is made to deal with enquiries as quickly and effectively as possible
- ensure that all details have been documented correctly on our Customer Relationship Management system (CRM)
- establish that there is a clear understanding on the part of our staff, of the reason for the enquiry or complaint and what action is required
- ensure that the customer is clear on what action we will be taking and what they can expect
- clarify with the customer any actions that they should take
- establish when further enquiries with other parts of Jersey Post Group are required, then make any necessary calls to internal departments on the customer's behalf to complete the initial enquiry or complaint
- where a wider enquiry is needed, involving other postal authorities the relevant forms will be sent to the customer for completion and Customer Services will undertake all communications with those postal authorities on behalf of the customer.

## Timeframe for complaint and enquiry resolution

All enquiries and complaints will be treated as time critical and the overriding principle is to resolve them to our customers' satisfaction as soon as possible.

Some enquiries and complaints will require contact with Royal Mail and other overseas postal administrations. Investigations of enquiries and complaints which are outside the direct control of Jersey Post Group will take longer. Therefore complaints have been categorised with each having a target completion date.

The targets are set out below; these are consistent and measured against EU and International best practice standards:

- resolve all local and domestic claims within 10 days
- resolve all Special Delivery claims within 30 days
- resolve all International claims within 90 days
- payment of compensation claims within 10 days of case resolution.

## What can customers do if they are not satisfied with the outcome of their complaint or enquiry?

If you are unhappy with the outcome of your complaint or enquiry, in the first instance you can write to the:

Customer Liaison Manager  
Jersey Post  
Postal Headquarters  
JERSEY  
JE1 1AA

Telephone: (01534) 616616  
Email: [customerservices@jerseypost.com](mailto:customerservices@jerseypost.com)

Alternatively, you may wish to seek advice from the Jersey Competition Regulatory Authority (01534 514990).

## Recording of enquiries and complaints

All enquiries and complaints are recorded on our CRM system operated by the Customer Service Advisors. The current system is specifically designed to capture and manage processes for our customer enquiries and complaints.

All relevant information is stored electronically which allows for rapid access and the management of data for audit purposes as well as identifying areas for improvement in our processes. When an enquiry or complaint is entered, the system automatically defaults a target completion date in line with those detailed earlier.

The system also has the capability to produce reports according to type of enquiry or complaint, status and result. These are regularly reviewed as part of our commitment to continual improvement. For regulatory purposes, all CRM records are archived for audit; hardcopy paperwork is archived after 3 months of case resolution and is destroyed after a further 12 months.



THE TOTAL NUMBER OF RETAIL NETWORK  
OUTLETS THROUGHOUT THE ISLAND OFFERING  
FIRST CLASS ACCESS TO OUR SERVICES

## Postal Compensation Scheme

### How do I claim?

In all cases a Jersey Post Group Claim Form will need to be completed. These are available from [jerseypost.com](http://jerseypost.com), on request by contacting our Customer Services Department, or at any of our retail counters. To action the claim the following supporting documentation will be required:

- A verified Certificate of Posting
- A receipt for the postage paid
- Proof of the value of the goods (where applicable).

When completing a claim form in the event of loss\* or damage\*\*, you will be required to provide the following information:

- Who sent the item?
- Who was the item addressed to?
- What were the contents of the item?
- An indication as to the size, shape and wrapping of the item?
- Where it was posted?
- When it was posted?
- How much did it cost?\*
- The service that was used?
- What was the reference number if sent by Signed for, International Signed for or Special Delivery?\*

### What can I claim for?

Jersey Post will only compensate for damaged or lost mail but, unless the specific service terms provide for it, not for delayed mail. Therefore claims for compensation will be investigated in accordance with the following timeframes:

- For local to local, local to UK and other Channel Islands: not less than 15 working days but not more than 3 months from the date of posting.
- For International: not less than 25 working days but not more than 3 calendar months from the date of posting.



# 1,495

THE AVERAGE AMOUNT OF MILES  
A POSTAL WORKER WILL WALK  
EVERY YEAR

## Levels of compensation

Service	Compensation levels for either damage or loss.
<p>All Letter services from Jersey, including local, UK and International</p> <p>Signed For</p> <p>Articles for the Blind</p>	<p>Compensation up to the value of the contents subject to the following:</p> <ul style="list-style-type: none"> <li>• <b>minimum compensation:</b> 10 times the cost of a local to local stamp. Where minimum compensation is paid, it will be paid by issuing local to local stamps. †</li> <li>• <b>maximum compensation:</b> 100 times the cost of a local to local stamp. †</li> </ul>
<p>International Signed For</p>	<p>Compensation up to the value of the contents subject to the following:</p> <ul style="list-style-type: none"> <li>• <b>minimum compensation:</b> value of the postage payable.</li> <li>• <b>maximum compensation:</b> to the level of compensation cover acquired as part of the service plus, for damaged items only, the value of the postage payable.</li> </ul>
<p>Special Delivery Next Day</p>	<p>Compensation up to the value of the contents subject to the following:</p> <ul style="list-style-type: none"> <li>• <b>minimum compensation:</b> value of the postage payable.</li> <li>• <b>maximum compensation:</b> to the level of compensation cover acquired as part of the service.</li> </ul>
<p>Standard Parcels</p> <p>International Standard Parcels</p>	<p>Compensation up to the value of the contents subject to the following:</p> <ul style="list-style-type: none"> <li>• <b>minimum compensation:</b> value of postage payable.</li> <li>• <b>maximum compensation:</b> £150</li> </ul>
<p>International Economy Parcels</p>	<p>No compensation available.</p>
<p>Bulk mail products</p>	<p>No compensation available.</p>

Where the intrinsic value or the replacement value of the contents cannot be demonstrated, minimum compensation will apply. All claims will be investigated in accordance with Jersey Post's Consumer Code of Practice.

\* No claim for loss will be entered into without the Certificate of Posting or Recorded Signed for receipt or, in the case of a parcel, the original customer copy of the parcel receipt and till receipt. Franking Meter customers will be asked to provide the franking meter die number. Postage Account customers will be required to provide a copy of the green docket posting for the day in question. Other exclusions apply: please see the Jersey Post Postal Compensation Scheme for details.

\*\* In the event of damage, the packaging and contents maybe requested for inspection.

† At the first weight step.

## All Letter services from Jersey, including local, UK, Signed For, International Signed For and Articles for the Blind

### What can't I claim for?

Jersey Post Group may not process a claim for loss or damage for the following reasons:

- The item contained:
  - Cash.
  - Prohibited or undeclared restricted items.
  - Mobile telephone(s).
  - Glass or ceramics.
  - Perishables.

or

- The correct postage was not paid.
- The item was not correctly or clearly addressed.
- The loss was due to an omission by the sender or recipient.
- Delivery was attempted but no-one was available to receive the item, subsequently, the item was returned to Jersey Post and no return address was stated.
- Items delivered and then forwarded from the stated delivery address by third party.
- Items received, despatched and/or delivered by another operator in Jersey.

### Special Delivery

Jersey Post Group may not process a claim for loss or damage for the following reasons:

- The correct postage was not paid.
- The item was not correctly or clearly addressed.
- The loss was due to an omission by the sender or recipient.
- Delivery was attempted but no-one was available to receive the item, subsequently, the item was returned to Jersey Post and no return address was stated.
- Items delivered and then forwarded from the stated delivery address by third party.
- Items received, despatched and/or delivered by another operator in Jersey.
- Items are prohibited.



**97.7 million**

THE NUMBER OF ITEMS JERSEY  
POST HANDLED IN 2008

## Standard parcels

### International Standard Parcels

Please be aware that the following goods are excluded from compensation for loss or damage:

- Antiques (objects over 100 years old).
- Articles made largely or wholly of gold, silver or other precious metals.
- Luggage of any kind including suitcases and musical instrument cases, used as exterior packaging (damage only). This does not effect damage claims for contents providing that our packaging guidelines have been followed.
- Ceramics or composites wholly or partially made of china and/or porcelain\*.
- Collectables - items which have appreciated in value either due to their scarcity or due to their being out of production are not excluded from cover. However, any compensation payable for loss of, or damage to, any collectable shall be limited to the terms of the Jersey Post Group's Compensation Scheme for the collectable and shall not exceed stated limits of compensation as set out in the compensation table, subject to the customer providing satisfactory written or printed evidence.
- Diamonds and other precious stones.
- Eggs (damage only).
- Fossils, stones or stoneware\*.
- Glassware\* - items wholly or partially made of glass or containing glass, e.g picture frames that contain glass.
- Human and animal remains including ashes, other than those being sent for medical research. Those which are sent for medical research should be packaged to ensure no contamination. Limits on the types of service available and categories of claim are the same as for the perishable goods.
- Hazardous or dangerous goods, prohibited or restricted items. Please visit the Parcelforce website under prohibitions and restriction pages for further information.
- Jewellery (except imitation).
- Marble or any stone derivatives.
- Cards, debit cards, uncrossed postal orders which do not state to whom they are to be paid, cheques or dividend warrants which are uncrossed and made payable to the bearer; bearer securities including share warrants, scrips or subscription certificates, bonds or relative coupons; negotiable instruments; unfranked postage or revenue stamps (except a revenue stamp embossed or impressed on an instrument which has been executed); coupons, vouchers, tokens, stamps, lottery tickets, scratch cards or similar items which can be exchanged by themselves or with any other item for money, goods or services; national insurance stamps; all tickets, including travel and events.
- Real fur.
- Resin\* items, amber and composites.
- Restricted goods, where the instructions have not been heeded.
- Sim cards and Mobile Phones.
- Stamps.
- Watches.

\*In the case of fossils, stones, stoneware, resins, ceramics and glassware, we will pay compensation for loss of parcels, but not damage to the items.

No loss or damage compensation will be paid when two or more parcels are strapped together

## Auction websites

To process claims made for items purchased or sold using an auction website, the auction reference number and final receipts of purchase will be required.

## Collectable items

Items which have appreciated in value either due to their scarcity or due to their being out of production are not excluded from cover. However, any loss of, or damage to, any collectable shall be limited to the actual price paid for the collectable and shall not exceed the stated limits of compensation as set out in the compensation table, subject to the customer providing satisfactory written or printed evidence.

## Confidentiality

Any information you give us so that we can provide you with postal services will be confidential and subject to the laws of Jersey on the protection of personal data (Data Protection (Jersey) Law 2005). We will safeguard the privacy and confidentiality of all messages (including voice and data) transmitted over our network, subject to the relevant laws of Jersey. For quality control, security and training purposes, calls to Jersey Post can be recorded and may be monitored.



**34.5 million**

THE NUMBER OF ITEMS JERSEY  
POST DELIVERED LOCALLY IN 2008

## **Jersey Post Group**

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Postal Headquarters  
JERSEY, JE1 1AA  
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**[www.jerseypost.com](http://www.jerseypost.com)**