



We want to hear from you

Send us your compliments, complaints and comments.

We aim to provide our customers with an excellent experience and are fully committed to bringing improvements to our services. Your opinions are important to us and any ideas or suggestions you may have in order to help us improve our services are always welcome.

If your issue needs resolving urgently, please contact our Customer Services team on **616616** or email **customerservices@jerseypost.com**.

Jersey Post 

Type of feedback

Compliment Complaint Comment

What is your feedback about?

Please enter your feedback below:

Contact details

Title: First Name: Surname:

Address:

 Postcode:

Telephone number: Signed:

Email address: Date:

Please complete this form, place it in an envelope and post it to our FREEPOST address below - no stamp required. **Jersey Post Customer Services, FREEPOST J753, Jersey Post, JE1 1AF**

What will happen to the feedback we receive?

- Compliments will be passed to the team in question and positive feedback about individual members of staff may be included in our staff reward and recognition scheme.
- Comments, suggestions or queries about our services will be passed to the relevant team for consideration.
- Complaints about our services will be passed to the manager of the team responsible for the service for consideration.

Tick this box if you would like us to acknowledge receipt of your feedback.

How we will treat your information

Personal data you supply will be processed for the purpose of managing and responding to your feedback by Jersey Post Group. Personal data will be held securely for 6 months from the completion of the process. Anonymised data about your feedback may be published within the Annual Reports.

Call **616616**
Email **customerservices@jerseypost.com**
Visit **www.jerseypost.com**

