

HOW TO COMPLAIN ABOUT POSTCOMM

If you are unhappy with the manner in which Postcomm has handled your query about any of our policies, then you will need to follow our formal complaints procedure¹ which is as follows:

Stage 1

Initially, discuss your complaint with the member of Postcomm staff who has handled your query to see if a resolution can be reached.

Stage 2

If you are unhappy with the response you have received, request that the staff member escalates your complaint to their Director. You may write directly to the relevant Director if you prefer.

Stage 3

If you remain unsatisfied with the outcome, then you can request that your complaint is referred to the Chief Executive Officer's office

Please note that this process may be followed only if the complaint is directly concerning Postcomm and its policies. **Any complaint about a postal operator must be pursued through that operator's own complaints procedure.** Please see this link for further details: <http://www.psc.gov.uk/postal-licences-and-operators/how-to-complain.html>

¹ This procedure does not affect a person's statutory rights in relation to Freedom of Information requests.

