

## How to complain about your postal service provider

Postcomm was set up by Parliament in 2000 to regulate the postal industry, but we cannot investigate individual complaints. Our role is to ensure that Royal Mail provides the universal postal service: the 'one price goes anywhere' collection and delivery of mail each working day.

If you have a **complaint about Royal Mail**, please contact the company direct:

- **by telephone:** 08457 740 740 (textphone 0846000606)
- **by website:** [www.royalmail.com/customerservice](http://www.royalmail.com/customerservice)
- **by email:** [contactus@royalmail.com](mailto:contactus@royalmail.com)
- **by post:** Royal Mail Customer Service Centre, FREEPOST, 20 Turner Road, St Rollox Retail and Business Park Glasgow, G21 1AA.


If your **complaint is about a postal operator other than Royal Mail**, please contact that operator direct. Contact details for all licensed postal operators are listed below and are also available on Postcomm's website, at [www.psc.gov.uk](http://www.psc.gov.uk).

If you are not satisfied with the response you receive from the licensed postal operator about your complaint you should ask to escalate your complaint to a manager responsible for complaints.

If your complaint relates to a product or service provided by Royal Mail, you should be referred to Royal Mail's Postal Review Panel. This acts as the final stage in Royal Mail's complaint handling process.

For independent advice or guidance contact Consumer Direct. Consumer Direct is a government service for clear, practical and impartial consumer advice. Consumer Direct can let customers know how to progress a complaint if you are dissatisfied with the company's response. You can contact Consumer Direct:

- **by telephone:** 08454 04 05 06
- **via its website:** [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)



If your complaint cannot be resolved to your satisfaction, the licensed postal operator can issue a 'deadlock' notice that will allow you to ask the independent postal redress scheme to investigate your case. The independent postal redress scheme will only investigate complaints about products and services provided by postal providers under their operating licence. Although this scheme is not operational until 1 October 2008, it will be able to accept cases that have reached deadlock before this date.

If your complaint is about a non licensed product and you remain dissatisfied with the licensed postal operator's response to your complaint, you should seek **independent legal advice**. The government-funded Consumer Direct ([www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)) can provide further guidance.

Please contact Postcomm for a full list of titles available in this series of factsheets.

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Postcomm is the independent regulator for postal services in the UK. This is one of a series of fact sheets designed to provide background information on key issues in the postal services sector. Contact us at 6 Hercules Road, London, SE1 7DB.  
**Tel** 020 7593 2100, **Email** [info@psc.gov.uk](mailto:info@psc.gov.uk)

**A large print version is available.**  
**Please telephone: 020 7593 2100 or**  
**Email: [info@psc.gov.uk](mailto:info@psc.gov.uk)**

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Postcomm takes no responsibility for external websites listed on these fact sheets.

## Contact details for other licensed postal operators

- **Citipost AMP** (formerly Alternative Mail and Parcels Ltd). 16 Gunnery Terrace, Cornwallis Road, Royal Arsenal, London, SE18 6SW. Tel: 020 8301 8500. Fax: 020 8854 5309. [www.citipost.com](http://www.citipost.com).
- **City Link Post (trading name Target Express Parcels)**. Woodlands Park, Ashton Road, Newton Le Willows, Warrington, WA12 0HF. Tel: 02476 308358. Fax: 02476 308367. [www.targetexpress.co.uk](http://www.targetexpress.co.uk).
- **CMS Complete Management Services** (licensed as Royale Research Limited). Record House, 236 Record Street, London, SE1 1TL. Tel: 020 7732 2000. Fax: 020 7732 2233. [www.cmsnetwork.com](http://www.cmsnetwork.com).
- **DHL Express (formerly Securicor Omega Express Limited)**. This licensee provides internal mail services for businesses only. Consequently, there are no customer contact details for mail recipients.
- **DHL Global Mail (UK) Limited**. 4-8 Queensway, Croydon, Surrey, CR0 4BD. Tel: 08456 007678. Fax: 020 8603 3001. [www.dhlglobalmail.co.uk](http://www.dhlglobalmail.co.uk).
- **Document Outsourcing Limited**. Document House, 3 Phoenix Crescent, Strathclyde Business Park, Belshill, ML4 3NJ. Tel: 01698 847979. Fax: 01698 847980. [www.documentoutsourcing.com](http://www.documentoutsourcing.com).
- **DX Network Services**. DX House, Ridgeway, Iver, Bucks, SL0 9JQ. Tel: 08705 222324. Fax: 01753 631693. [www.thedx.co.uk](http://www.thedx.co.uk).
- **FedEx UK Limited** (formerly ANC Limited). Parkhouse East Industrial Estate, Newcastle-under-Lyme, Staffordshire, ST5 7RB. Tel: 01782 563322. Fax: 01782 563633. [www.anc.co.uk](http://www.anc.co.uk)
- **Intercity Communications**. 64-70 Vyner Street, London, E2 9DQ. Tel: 020 8923 8080. Fax: 020 8980 7222. [www.icityc.co.uk](http://www.icityc.co.uk).
- **LDS Cambridge Limited**. 12 Garlic Row, Cambridge, CB5 8HW. Tel: 01223 571109. Email: [james@ldscambridge.com](mailto:james@ldscambridge.com). Website: [www.ldscambridge.com](http://www.ldscambridge.com).
- **The Mailing House Group (trading as Northern Mail)**. Nelson Park, Nelson Way, Cramlington, Northumberland, NE23 1JY. Tel: 08700 10 2000. Fax: 01670 566 501. Email: [admin@themailinghouse.co.uk](mailto:admin@themailinghouse.co.uk). Website: [www.themailinghouse.co.uk](http://www.themailinghouse.co.uk).
- **Lynx Mail** (licensed as Red Star Parcels Limited). St Davids Way, Bermuda Park, Nuneaton, Warwickshire, CV10 7SD. Tel: 02476 373737. Fax: 02476 586646. [www.lynx.co.uk](http://www.lynx.co.uk).
- **Peoplepost Limited**. 83 Bison Place, Leyland, Lancashire, PR26 8HA. Tel: 0845 686 6245. Email: [info@peoplepost.co.uk](mailto:info@peoplepost.co.uk). Website: [www.peoplepost.co.uk](http://www.peoplepost.co.uk).
- **Post 123 (trading name of Mr Aaron Leitner)**. 26 Roston Road, Salford, M7 4FS. Tel: 0161 740 1482. Email: [al@mhmanchester.org.uk](mailto:al@mhmanchester.org.uk).
- **Racer Consultancy Management Services**. 101 Legacy Centre, Hanworth Trading Estate, Hampton Road West, Feltham, TW13 6DH. Tel: 020 8893 8833. Fax: 020 8893 8800. [www.racer.co.uk](http://www.racer.co.uk).
- **Scotpost (trading as Mr Wesley Pollock)**. 325 Braehead Estate, Bonhill, G83 9NF. Tel: 07940 152507. Email [wesp@blueyonder.co.uk](mailto:wesp@blueyonder.co.uk).
- **Secure Mail Services** (formerly Special Mail Services Limited (SMS)). PO Box 390, Northampton, NN3 6YG. Tel: 08702 642881. Fax: 08702 642822. [www.securemail.co.uk](http://www.securemail.co.uk).
- **Secured Mail**. Unit 4A, Bechers Drive, Aintree Racecourse Business Park, Liverpool, L9 4AY. Tel: 0870 4141600. Fax: 01704 380286. [www.securedmail.co.uk](http://www.securedmail.co.uk).
- **TNT Post UK**. Unit 1, Globeside Business Park, Fieldhouse Lane, Marlow, Berkshire, SL7 1HY. Tel: 0808 262 0808. Fax: 01628 816882. [www.tntpost.co.uk](http://www.tntpost.co.uk).
- **UK Mail**. Express House, Wolseley Drive, Heartlands, Birmingham, B8 2SQ. Tel: 0121 335 1815. [www.ukmail.biz](http://www.ukmail.biz).
- **Zip Mail Limited**. 47 Chancery Lane, London, WC2A 1RF. Tel: 020 7405 7547. [www.zip-mail.co.uk](http://www.zip-mail.co.uk).