

**Postal Services (Jersey) Law 2004  
Complaint Form**

1. Please indicate which operator you believe has committed or is committing an infringement of its operator's licence

2. Please indicate which condition(s) of the operator's licence you believe has been or is being infringed and give a brief explanation of why you believe this is the case.

3. Please give a full description of the facts which give rise to the infringement, including a chronological list of key dates and events. Please provide as much supporting evidence as possible (e.g. correspondence, notes of telephone conversations, contracts, terms and conditions, etc).

4. Please explain how you believe you or your business has been or will be adversely affected by the conduct in question.

5. Please indicate whether the matter is urgent, and if so explain why.

6. Please indicate whether any of the contents of this complaint are confidential and if so explain why. Please confirm whether we can disclose your identity to the businesses who are the subject of your complaint. If you wish your identity as complainant to be kept confidential please explain clearly why this is the case. The JCRA will endeavour to keep your identity confidential where there are strong reasons for doing so, but depending on the circumstances there can be no guarantee that your identity will not become known to the businesses in question.

I certify that the information contained in or submitted with this form is true and accurate to the best of my knowledge and belief.

Signed.....

Name.....

Position in Company  
(if applicable)

Date.....

**Please note that the knowing or reckless provision of information to the JCRA that is false or misleading in a material way is an offence under the Postal Services (Jersey) Law 2004. This offence is punishable by fines and imprisonment for individuals and fines for companies.**