



Case L-004

Jersey Post Quality of Service reporting - 2020

Information note

Document No: JCRA 21/33

Date: 17 August 2021

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Information note

The Jersey Competition Regulatory Authority (the Authority) has published the latest quality of service (QoS) report received from Jersey Post. This covers the company's operational performance during 2020, including achievement of agreed delivery targets and results from a customer satisfaction survey.

QoS targets are an important element of the postal licence issued by the Authority to Jersey Post. They establish expectations for the speed of letter delivery, locally and between Jersey and Guernsey and Jersey and the UK.

Jersey Post's ability to achieve targets has been significantly affected by COVID, which has impacted both off-island air transport and staffing levels in Jersey. As a result, the JCRA agreed to suspend Jersey Post's QoS targets when the pandemic started in March 2020.

In view of the continued COVID pandemic impact, the suspension of Jersey Post's QoS targets will remain in place for the foreseeable future. The Authority will continue monitoring the situation, however, and liaising with Jersey Post to agree an appropriate point for reintroducing QoS targets.