



Case L-004

Jersey Post Quality of Service reporting - 2021

Information note

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Information note

Quality of service (**QoS**) targets are a well-established element of the regulation of Jersey Post by the Jersey Competition Regulatory Authority (**the Authority**). They set out the expectations for the speed of letter delivery, locally and between Jersey and Guernsey and Jersey and the UK.

However, in light of the impact of the Covid-19 pandemic, which impacted both off-island air transport and staffing levels in Jersey, Jersey Post's QoS targets were suspended when the pandemic started in March 2020 and this suspension was maintained throughout 2021.

Nevertheless, in the interests of transparency a short form version of the QoS report for 2021 has been prepared and published alongside this information note. This report covers Jersey Post's operational performance during 2021, including delivery targets and results from a customer satisfaction survey.

In light of the improving situation with respect to the pandemic, the Authority has reinstated Jersey Post's QoS targets as of April 2022. Further, as set out in the Authority's 2022 Business Plan, the Authority will launch an Strategic Review of Postal Services. This will consider, on a forward looking basis, how the Authority can best deliver effective supervision of the postal sector, including the role of the current QoS framework.