



Case L-004

Jersey Post Quality of Service Reporting - 2022

Information Note

Document No: JCRA 23/26

Date: 21 June 2023

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Information note

Quality of service 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, between Jersey and Guernsey and Jersey and the UK. The 2022 results have been published alongside this Information Note.

The continuing impact of the Covid-19 pandemic in 2022 affected the ability of Jersey Post to fully meet its quality of service targets. Further, Royal Mail suffered from extended periods of industrial action during 2022. This resulted in network disruption which impacted the quality of service to and from Jersey.

The Authority is currently undertaking a strategic review of postal services. As part of this review, analysis has been carried out on best practice and quality of service measures in other jurisdictions. In the Draft Decision, to be issued in July, the Authority will, among other proposals, set out a refined quality of service regime. The aim of this refined regime is to be consistent with best practice, while continuing to provide effective oversight of Jersey Posts operational performance. The Authority expect this to be in place from 2024 onwards.