



Case L-004

# Jersey Post Quality of Service Reporting - 2023

## Information Note

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## Information note

The quality of service regime imposed by the Jersey Competition Regulatory Authority (**the Authority**) on Jersey Post Limited (**Jersey Post**) is a key mechanism for ensuring consumer expectations for postal services are met. The regime in place for 2023 sets out the expectations for the speed of letter delivery locally, between Jersey and Guernsey, and Jersey and the United Kingdom and the 2023 results have been published alongside this Information Note.

The Jersey Post report illustrates some of the challenges it faced in 2023, which included Royal Mail strikes and service issues, the impact of Storm Ciarán, alongside the cancellation of the mail plane, which have impacted overall performance. Nevertheless, in many areas (such as on-island delivery) performance is broadly in line with recent years' performance and the report sets out the steps Jersey Post is taking to maintain and improve this, for example with respect to mail flows to Guernsey and the United Kingdom.

The Authority further notes that 2023 was a transition year for the quality of service regime as it was recognised that the current regime was out of date with respect to market developments. The Strategic Review of Postal Services (**the Review**)<sup>1</sup>, completed in February 2024, has implemented a refined quality of service regime in place from March 2024 onwards.<sup>2</sup> The refinements were supported by stakeholder consultation/engagement, analysis of the current regime, and consideration of best practice in other jurisdictions.

The new regime will see:

- Targets for Jersey-to-Jersey mail;
- Targets for dispatch and receipt of Jersey-to-UK and UK-to-Jersey mail;
- Continued monitoring of end-to-end mail delivery times; and
- Reporting around consumer satisfaction, complaints, and refunds.

Consistent with the conclusions of the Review, the Authority and Jersey Post's focus so far this year has been on managing the transition to the new regime. For example, this has included ensuring appropriate monitoring is in place to measure the dispatch and receipt of mail. The first set of results under the new regime will be published by 31 May 2025.

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<sup>1</sup> All case documents can be found at: [L-012 – Strategic Review of Postal Services](#)

<sup>2</sup> The new regime was implemented through the completion of the required statutory process, see chapter 5 of the Final Notice: [Strategic Review of Postal Services - Final Notice - Licence and Directions to Jersey Post Limited](#)