



Case L-006

Jersey Post Quality of Service Reporting

2025 Report Information Note

Document No: JCRA 26/36

Date: 29 April 2026

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Information note

Jersey Post Limited (**Jersey Post**) provides a postal service to every household in Jersey. The quality of service regime imposed by the Jersey Competition Regulatory Authority (the **JCRA**) is the key regulatory tool for ensuring consumer expectations for universal service obligation services are met.

The quality of service framework on is a key regulatory mechanism for ensuring that consumer expectations for postal services are met. This Information Note provides an overview of the 2025 Quality of Service performance report (**2025 Report**), with the non-confidential report published alongside.

Background

The quality of service framework was implemented as a result of the Strategic Review of Postal Services and supports the JCRA's strategic objective of delivering effective supervision of regulated sectors.¹

This framework has the following elements:

- Targets for Jersey-to-Jersey letters²;
- Targets for dispatch and receipt of Jersey-to-UK and UK-to-Jersey letters;
- Monitoring of end-to-end letter delivery times; and
- Reporting around consumer satisfaction, complaints, and refunds.

The framework is measured using a mix of approaches. This includes independent end-to-end measurement of letter delivery times by Spectos³, which monitors delivery performance for sample mail items posted and received by a dedicated group of panellists. The framework also draws on operational processing data on post box collection scanning and how inbound and outbound mail is handled for delivery at Jersey Post Headquarters.

With respect to consumer measurements, this is captured by Jersey Post's annual consumer survey and Jersey Post, which is sent to every household in Jersey, alongside the introduction of a Net Promoter Score survey. This is complemented by data on complaints which is tracked throughout the year.

Overview of the 2025 Report

The 2025 Report has been reviewed by the JCRA as part of its role in overseeing compliance with the quality of service framework. It demonstrates that Jersey Post has either met or exceeded the standards and expectations set out within the quality of service framework:

¹ Further detail on the framework and previous results can be found at: [Quality of Service | JCRA](#)

² Consistent with the [Postal Services \(Jersey\) Law 2004](#) (the **Law**), the focus of the regulation is on letters and packages weighing 20kg or less. Most parcel delivery services - particularly inbound parcels carried under direct commercial contracts - are not subject to licensing requirements and would be subject to a separate service level agreement.

³ Spectos is an independent service-quality measurement provider that monitors postal delivery performance using statistically representative test mail and panel recipients to provide objective, end-to-end delivery data. See: [Service Quality matters. Provide great service with Spectos](#)

- For Jersey-to-Jersey services 98% of mail was delivered within two days, exceeding the target of 95%.
- Performance on incoming letters from the UK for delivery in Jersey, is subject to a target that 90% of letters received must be processed for delivery one day after arrival. Jersey Post exceeded this and achieved a performance level of 96.4%.
- Performance on outward letters for delivery to the UK (on speed of dispatch), is subject to a target that 90% of letters received must be processed for dispatch one day after receipt. Jersey Post exceeded this and achieved a performance level of 96.1%.
- Additional independent monitoring (not subject to targets) showed strong inter-island (to Guernsey) performance while inbound and outbound UK routes remained more variable due to external factors such as transport disruption and performance of Royal Mail.
- Total complaint volumes in 2025 remained broadly stable compared to 2024. Mis-delivery remained the largest single category of complaints; however, Jersey Post is actively addressing this through measures aimed at improving delivery accuracy.
- Finally, with respect to consumer satisfaction, 81% of respondents rated Jersey Post's local on-island delivery service as good or very good. When asked about Jersey Post's future services, 44% of respondents cited convenient parcel drop-off points as their priority. Jersey Post also introduced a Net Promoter Score survey, achieving an NPS of 43 (on a scale of -100 to +100).

Next steps

Monitoring of quality of service continues and the next report, covering performance in 2026, will be published by 31 May 2027. Throughout 2026, the JCRA will continue to monitor the postal services market to ensure its overall effective operation. This includes overseeing Jersey Post's review of Part 5 of Jersey Post's Term Conditions to clarify complaint submission and resolution processes.