

January to November 2025

# Quality of service performance

**96.4%**

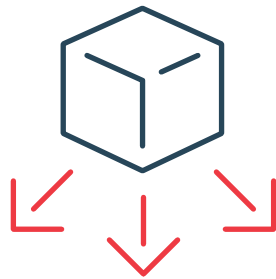
of mail coming into Jersey was processed for delivery within one day of receipt at Rue des Pres



## Jersey to UK

Day of despatch  
**+3 days 83.4%**

Improved from 62.1% in 2024.  
There is no formal target in place for this route.



## Annual average delivery

IVAS\* **2.1 days**

NON-IVAS routes **4.1 working days**

UK to Jersey route **3.59 days**

Information is based on Royal Mail Special Delivery tracking events.



**NPS Score 43**

Net Promoter Score – Measure of customer loyalty. Scale -100 to +100



## Customers rated our service

On-island service **81% good or very good**

UK service rates **55% good or very good**

**98%**

Jersey-to-Jersey post delivered two days after despatch\*

\* Most mail is delivered next day, if it is posted before the collection time shown on our Postboxes.



**96.1%**

of mail leaving Jersey despatched within one day of being posted

## UK to Jersey

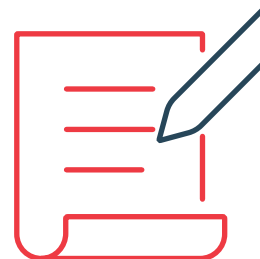
Day of despatch  
**+3 days 64.5%**

This is based on GPS Trackers we have put in mail.  
There is no formal target by our regulator.



**2,539**

total complaints  
Which equates to 200 complaints per 1 million items delivered.



**63%**

of complaints were for misdeliveries.

**Jersey Post** 

Delivering for you

\*Import VAT Accounting Scheme