

2025 Quality of Service performance report

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Jersey Post - Quality of Service Report 2025

1. Summary

Jersey Post's 2025 Quality of Service Report shows that despite continued declines in letter volumes and growth in parcel traffic, Jersey Post maintained stable operations and met all regulated Quality of Service targets. Independent measurement confirmed strong performance across local, inbound, and outbound mail, while customer complaints remained broadly consistent with previous years and customer sentiment remains strong. Overall, Jersey Post demonstrated resilience, operational consistency, and a continued focus on improving customer experience throughout the year.

2. Background

Jersey Post operates under a Postal Licence granted by the JCRA and is required to measure and report annually on its Quality of Service performance, against targets set by our regulator.

Quality of Service performance continues to be independently measured by Spectos which monitors delivery times for sample mail items posted and received by a dedicated group of independent panellists.

3. Letter volumes

Letter volumes fell by 5.5% in 2025 while parcel volumes rose by 9.0%, reflecting global postal trends. This shift has required Jersey Post to adjust operational planning and delivery models to ensure service reliability.

4. Our Regulated Quality of Service results

Jersey Post met all targets in 2025. Results demonstrate consistently strong local service performance throughout the reporting period.

Jersey to Jersey Mail delivered two days after despatch.*	Mail coming into Jersey Mail delivered within one day of receipt by Jersey Post.	Mail leaving Jersey Mail despatched within one day of being posted
98%	96.4%	96.1%
Target: 95%	Target: 90%	Target: 90%

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

5. Additional independent measures

Jersey Post also collects supplementary data to gain a more comprehensive view of operational performance. This includes test items measured across Guernsey and UK routes, as well as internal tracking of inbound transit times. Jersey Post has no formal target set by our regulator in place for these routes.

Jersey - Guernsey Day of despatch + 3 days	Guernsey - Jersey Day of despatch + 3 days	UK - Jersey Day of despatch + 3 days	Jersey - UK Day of despatch + 3 days
97.6%	77.5%	64.5%	83.4%

5.1 Mail posted in the UK for delivery on Jersey (64.5%)

Delivery performance on this route was inconsistent due to factors outside Jersey Post’s control, including delays within the UK postal network and disruption to ferry services, with 19 cancelled sailings causing batched arrivals and greater delivery time variability. Jersey Post mitigated the impact of this by additional processing and delivery resource, working weekends, and prioritising delayed mail once it reached the island.

5.2 Mail posted in Jersey for delivery in the UK (83.4%)

Performance on this route was affected by disruptions to ferry services and wider challenges within the UK postal network, with cancelled or full sailings causing delays when outbound mail had to wait for the next available service. UK domestic performance, including Royal Mail’s regulatory underperformance, which resulted in an Ofcom penalty, also contributed to longer and more variable delivery times once mail entered the UK network. Jersey Post continues to work closely with Royal Mail to monitor transit times and identify opportunities to improve consistency.

6. GPS Trackers

Jersey Post continues to use GPS tracking devices as a supplementary monitoring tool to provide additional assurance over mail transit times between Jersey and the UK. Tracker data indicated stable and consistent transit times. Average end-to-end transit times recorded were:

- 2.40 working days for outbound mail using the *IVAS routing,
- 2.79 working days for outbound mail using the non-IVAS routing,
- 3.59 working days for inbound mail from the UK to Jersey.

*IVAS – Import VAT Accounting Scheme - designed for the Channel Islands to account for and pay VAT on goods imported into the UK. We recommend customers prepay VAT at the time of sending to minimise transit times and ensure quick customs clearance.

7. Annual Customer Survey results

The annual customer survey was distributed to all households, with additional copies available at Post Offices and Parish Halls. Response levels increased by 12% with an 81% rise in online submissions. 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).

	2024 results	2025 results
How do you rate Jersey Post’s local on-island delivery service?	Good and very good 84%	Good and very good 81%
How do you rate your off-island experience, sending to the UK?	55%	55%
What is your priority for the island's postal service?	49% - Reliable service, 29% Customer service	48% - Reliable service, 15% Receiving parcels
Responses	3,506	3,930

8. Customer complaints

2,539 customer complaints were recorded from January to November 2024 (compared with 2,439 in 2024). This equates to 200 complaints per 1 million items delivered. This modest year-on-year increase should be considered in the context of higher parcel volumes than in 2024.

	Total	% of Total
Misdelivery	1600	63.0%
Secure Drop Failure	571	22.5%
Complaint DO	115	4.5%
Redirection Failure	72	2.8%
Other Process	63	2.5%
Bell Not Rung	43	1.7%
Item left Unauthorised	28	1.1%
Damage	10	0.4%
Track & Trace	9	0.4%
Other Serious Incident	8	0.3%
Parcel Locker Failure	7	0.3%
Retention failure	5	0.2%
Text & Collect Failure	4	0.2%
Redelivery failure	3	0.1%
Other Service	1	0.0%
Total Complaints	2,539	

Misdelivery remained the largest complaint category in 2025 at 63%, followed by Secure Drop failures at 22.5%, with most other categories stable or declining; Track & Trace saw notable reductions. Jersey Post continued investing in delivery-accuracy measures, enhanced scanning, training, and communication.

Jersey Post will be reviewing Part 5 of its General Terms and Conditions to clarify complaint submission and resolution processes.

In summary, Jersey Post has delivered in full its regulatory targets and continues to focus on continuous improvement opportunities based on feedback from its customers.