



Case L-006

Jersey Post Quality of Service Reporting

2024 Results Information Note

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Information note

The quality of service framework 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.¹ The framework came into force on the 1 of March 2024² and includes:

- 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.

The results are collated by Jersey Post and have been published alongside this Information Note. They demonstrate that Jersey Post has either met or exceeded the expectations set:

- Jersey-Jersey target was set at 95% of letters to be delivered within two days. Jersey Post met and exceeded this target at 96.8%.
- Performance on incoming mail from the UK for delivery in Jersey also met and exceed the quality targets set by the Authority. The target is 90% of mail received must be processed for delivery one day after arrival, and Jersey Post achieved 97.3% in 2024. Once items arrive at Jersey Post, they are typically sorted and delivered by the next working day.
- Performance on outward mail for delivery in the UK (on speed of dispatch) has also been very good this year. Jersey Post achieved 96.9% performance against its 90% performance target. This means that, on average, the vast majority of mail is dispatched to the UK within the target set by the Authority, one day after its receipt by Jersey Post.
- Consumer satisfaction has also been good, as evidenced through Jersey Post's customer survey results for 2024. For instance, more Islanders rate Jersey's local on-Island delivery as good or very good, compared with the previous year. More survey respondents also thought that the experience of sending mail to the UK has improved.
- Number of complaints for this year were very similar to last year's results. Jersey Post continues to roll out initiatives that can help reduce complaints, such as eTags, to help reduce the risk of misdelivery.
- Number of refunds are also required to be reported as part of the quality framework, on a monthly basis. These were in line with previous years.

Jersey Post also collects additional data and information to support their improvement in customer service. For instance, Jersey Post used GPS trackers and engagement with Royal Mail to improve their operational performance. The report also sets out the steps Jersey Post is taking to maintain and improve its performance.

In line with its importance, the monitoring of quality of service continues and the next report, covering performance in 2025, will be published by 31 May 2026.

¹ The framework was implemented as a result of the Strategic Review of Postal Services, which was completed in February 2024. See: [L-012 – Strategic Review of Postal Services](#).

² To provide consistency and clarity in reporting, Jersey Post adopted the framework from 1 January 2024.