

1. JURISDICTION

PIO jurisdiction if complaint is about:

- Australia Post or a Private Postal Operator (PPOs) on our PPO register at www.pio.gov.au/ppo-register/
AND
- a postal service (the acceptance of a mail item, package or parcel for the purpose of delivery, at a cost, to a person or entity with the address specified on the item)
AND
- an event that occurred within the past 12 months.

Commonwealth jurisdiction if complaint is about:

- Australia Post’s other products and services, irrespective of when the event occurred.

Out-of-jurisdiction if complaint is about:

- a PPO’s postal service where the event occurred more than 12 months ago
- a non-postal service of any provider other than Australia Post.

Most complaints are about Australia Post and are within the PIO jurisdiction. Complaint examples:

PIO (AP & PPOs)	C/W Ombudsman (AP only, not PPOs)
<ul style="list-style-type: none"> • Mail hold and mail redirection • Delay in mail delivery • Damaged or missing mail or contents, or compensation for these • Delivery to wrong address • Method of delivery (no street delivery; failure to attempt delivery; incorrect carding; incorrect safe drop; disputed delivery signature etc) • Inappropriate staff behaviour directly related to a postal service <p>Note: Unaddressed or ‘junk’ mail is <u>not</u> in PIO jurisdiction as it is not addressed to a person or entity</p>	<ul style="list-style-type: none"> • Postal facilities (postal outlets, street posting boxes, PO Box leases etc) • Postal outlet services (retail, banking, bill payment, passport applications, document certification etc) • Banning a customer from attending a postal outlet • Business accounts • Unaddressed (‘junk’) mail but only if delivered by Australia Post • Damage by AP staff to non-mail property (letterboxes, fences, cars etc) • Inappropriate staff behaviour unrelated to a postal service

2. DEALING WITH COMPLAINTS

PCOs can section 6 complaint and refer complainant to the agency if complainant:	PCOs can refer complaint without a reference number for further assessment if:
<ul style="list-style-type: none"> • has not complained properly to the agency • cannot give us evidence that the agency has received the complaint (usually a reference number or copies of emails/letters from the agency) • has not allowed the agency a reasonable amount of time to resolve the complaint* • has not made reasonable attempts to follow-up and resolve with the agency • problem with an addressed mail item complained about occurred more than 12 months ago <p>* ‘Reasonable amount of time’ generally means the complaint resolution timeframe published in the agency’s charter. AP’s is 10 <u>business</u> days, except for international postal services, which can take several months due to international contact arrangements</p>	<ul style="list-style-type: none"> • complainant can give us evidence that they have made reasonable but unsuccessful attempts to complain to the agency • AND/OR you think that there are special or unusual circumstances that justify further assessment

IOs generally s 6 a complaint about AP if complaint is about:	IOs generally require the following information:
<ul style="list-style-type: none"> the price of a standard stamp (price is approved by ACCC) or pricing of other products bent letters, mail sticking out of letterbox delayed or lost ordinary letters (ordinary letters are not trackable and are excluded from compensation) [may investigate complaints about lost ordinary parcels posted on or after 8 April 2013] compensation for mail item but complainant does not meet the conditions for compensation, or wants more than the maximum payable (see Tables A and B) tracking service failure if the mail item has been received and there’s no other issue [mark as Issue of Interest] unaddressed or ‘junk’ mail delivered by a provider other than AP staff behaviour that does not significantly affect access to postal services 	<ul style="list-style-type: none"> the agency’s reference number description of event complained about (what, when, where, who involved) when and how the complainant contacted the agency briefly what agency said in response <p>If relevant to complaint:</p> <ul style="list-style-type: none"> the ‘old’ and ‘new’ mail redirection addresses, or the mail hold address type of mail service used (ordinary, Express, Registered, Parcel Post, Express Courier etc) any reference or barcode numbers on the mail item or the service application/receipt date, place and method of lodgement/delivery the addressee’s and sender’s name and address on mail item description and value of the contents whether the complainant can provide copies of proof of postage and proof of contents’ value for compensation claims <p>See Attachment 1 for other key information to seek from complainants</p>

3. TERMS AND CONDITIONS FOR COMPENSATION

- Postal providers have terms and conditions for their services, usually published online and/or on postal material used in the service.
- Postal providers generally limit their liability and specify the type and level of compensation available in the event of service failure (such as delayed, damaged or lost mail items). Generally, the terms and conditions do not accept liability or provide compensation for consequential or indirect loss arising from service failure.

Australia Post’s terms and conditions

- Australia Post’s terms and conditions provide for limited compensation (see **Attachment 2**).
- Payment is generally subject to certain conditions, which can include proof of payment for the service, proof of contents’ value, proof of failure, and/or a statutory declaration.
- A claim must be made within 6 months of the item’s lodgement (except for an ECI/EMS claim, which must be made within 30 days from expected delivery and only by sender).
- We would not generally criticise or investigate AP for making a compensation decision that is in keeping with its terms and conditions.***

4. CONTACTING AUSTRALIA POST

Complainants should lodge a complaint through Australia Post’s Digital Sales and Service Centre (DSSC):

Telephone: 13 POST (**13 76 78**) or international +61 3 8847 9045
 Email/online: www.auspost.com.au by clicking on the Contact us link
 Post: Australia Post
 Digital Sales and Service Centre
 GPO Box 9911
 MELBOURNE VIC 3001

Attachment 1: Key information to seek from postal complainants

- Have you made a complaint to Australia Post through complaint channels, obtained a reference number, allowed sufficient time (usually 10 full business days), and followed up before contacting us? (If not, do so)
- If problem is repeat of problem previously complained about, have you made new complaint to Australia Post to report the repeat and to seek further resolution? (If not, do so)
- What is the problem? (usually delay, damage, loss, poor customer service)
- Which product or service was used?
- Any identification numbers? (e.g. barcode, customs form, application number, invoice/receipt reference)?
- What addresses are involved? (to/from addresses for redirections, sender/addressee for mail items etc)
- What is your relationship to complaint? (sender, addressee, applicant, concerned citizen etc)
- What are dates/timeframes of event complained about? (when posted, when expected delivery, when delivered, when application submitted etc)
- What are details of complaint to Australia Post? (when complained, by which method, what did complainant say, when did Australia Post acknowledge and respond if at all, what did Australia Post say, anything response/advice from Australia Post writing, any staff names or complaint reference numbers etc)
- For damage/loss: do you have proof of postage and proof of value if required? Have you provided this to Australia Post?
- For redirection service failure: Do you have copy of application form and receipt, confirmation letter and/or envelopes or parcel packaging of affected mail items? (We recognise that it may be difficult for complainants to provide envelopes if mail has not been redirected, however, some complainants are able to retrieve the mail from the delivery address or obtain the envelopes some other way in which case they can provide them as evidence)
- For hold service failure: Do you have copy of application form and receipt, and of any envelopes or parcel packaging of affected mail items?
- For other transactions: do you have a receipt or other proof of transaction?

Attachment 2: Australia Post compensation

Table A: Australia Post compensation payable		
Service	Complaint	Maximum payable without Extra Cover (may be less)
Mail hold or redirection	Failed	Refund of fee for period of failure, or free extension for equivalent period
Ordinary letters	Damaged or lost	None
Registered Post letters	Damaged or lost	\$100 and postage refund
	Failed to get delivery signature/confirmation	Refund of fee at AP’s discretion
Express Post (EP)	Delayed	Replacement envelope/satchel or refund of parcel postage
	Damaged or lost	\$50 and postage refund
Express Post Platinum (EPP)	Delayed	Replacement envelope/satchel or refund of parcel postage
	Damaged or lost	\$100 and postage refund
Courier Post	Delayed	Replacement envelope/satchel or refund of parcel postage
	Damaged or lost	\$50 and postage refund
Parcel Post	Delayed	None
	Damaged or lost	\$50 and postage refund
E-parcel	Damaged or lost	<ul style="list-style-type: none"> • None unless sender has transit insurance • Only sender can claim
Registered Post International	Damaged or lost	\$100 and postage refund
Express Post International letters	Delayed	<ul style="list-style-type: none"> • Replacement envelope/satchel • ‘Delayed’ means ‘not despatched by air from Australia to a place outside Australia at any time on the next business day after lodgement’
	Damaged or lost	\$50 and postage refund
Express Courier International (ECI) / Express Mail Service (EMS)	Damaged or lost	<ul style="list-style-type: none"> • \$50 • Claim must be made within 30 days of expected delivery • Only sender can claim
If Extra Cover (insurance) purchased (maximum \$5000)	Damaged or lost	Extra Cover amount and postage refund
Signature-on-delivery service (for extra fee)	Failed	<ul style="list-style-type: none"> • Refer for further assessment
Tracking (free)	Failed	<ul style="list-style-type: none"> • None

Table B: Australia Post compensation exclusions	
Item	Exclusions under terms and conditions
<ul style="list-style-type: none"> • Bank notes • Bullion • Items prohibited or excluded from carriage under Australia Post’s terms and conditions 	Excluded from compensation in all services
<ul style="list-style-type: none"> • Coins 	<p>If sent before 8 April 2013:</p> <ul style="list-style-type: none"> • Excluded from compensation unless sent by Registered Post • A maximum of \$200 (face value) of coins may be sent— it is prohibited to send more <p>If sent on or after 8 April:</p> <ul style="list-style-type: none"> • Unclear how coins should be sent through Registered Post when there is no parcels service and letter envelopes should only contain documents • Refer for further assessment
<ul style="list-style-type: none"> • Negotiable securities (includes gift certificates, gift cards, uncrossed money orders) • Valuable documents • Non-negotiable securities (includes passports, wills and certificates of title) • Precious or valuable stones • Jewellery 	Excluded from compensation unless sent by Express Post Platinum or Registered Post, or sent with Extra Cover