

POSTAL INDUSTRY OMBUDSMAN (PIO) – A QUICK GUIDE

The PIO has jurisdiction over complaints about Australia Post (AP) and registered private postal operators (PPOs) with respect to the provision of a postal service. Some complaints about AP (but not PPOs) can be investigated under the Commonwealth Ombudsman jurisdiction. Most complaints are about Australia Post and fall within the PIO jurisdiction. Examples:

| PIO (AP, see Intranet for list of PPOs) | Commonwealth Ombudsman (AP only) |
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| <ul style="list-style-type: none"> • Missing or damaged parcel (including compensation for the same) • Delay in receiving mail • Problem with a re-direction notice • Mail not properly inserted into the mail box • Problems with mail delivery | <ul style="list-style-type: none"> • Problem with bill payment at a post office • Damage caused by a postie's bike to the lawn/mail box • retail items purchased at a post office (eg. prepaid phone or visa) • decision to ban a customer from attending a local post office |

To refer or not to refer

| Refer the complainant to AP if | Refer complaint for assessment to the PIO if ... |
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| <ul style="list-style-type: none"> • they have not complained to AP • they have not allowed AP a reasonable amount of time to respond (usually 10 <u>working</u> days) • They have sent a letter/email more than 10 days ago but have not checked to see if AP received it | <ul style="list-style-type: none"> • The complainant is not satisfied with AP's response • There are any unusual aspects of the complaint that you think justify assessment by the PIO team |
| You can also s 6 the approach if ... | Before referring for assessment, please ensure that you have recorded: |
| <ul style="list-style-type: none"> • Ordinary letter missing (cannot trace) • They want more than \$50 for lost/damaged ordinary or Express Post item • Issue occurred more than 12 months ago and has not been followed up since | <ul style="list-style-type: none"> • The correct spelling of the address • AP's reference number • Any reference or barcode numbers on the parcel/letter/service application • Any relevant dates (date of lodgement, date complaint made etc) |

Complaints about compensation for loss or damage

Under its Terms and Conditions AP has limited liability. Its liability for a lost or damaged ordinary or Express Post item is \$50, and for Registered Post and Express Post Platinum items is \$100. Customers can purchase Extra Cover (insurance) up to \$5000 for most types of valuable items sent by Registered Post or Express Post Platinum. Payment of compensation is generally subject to certain conditions being met.

It is unlikely that we would criticise AP for making a compensation decision in accordance with the Terms and Conditions.

Where to refer complainants

AP's **Customer Contact Channels** manage enquiries and complaints about AP services and products. Complainants should be directed to contact AP by:

Telephone: 13 POST (**13 76 78**) or international +61 3 8847 9045

Post: Australia Post, Customer Contact Channels, GPO Box 9911, MELBOURNE VIC 3001

Email/online: www.auspost.com.au by clicking on the "Contact us" link, then clicking on the "email" link or by going directly to <http://contactus.auspost.com.au/>