

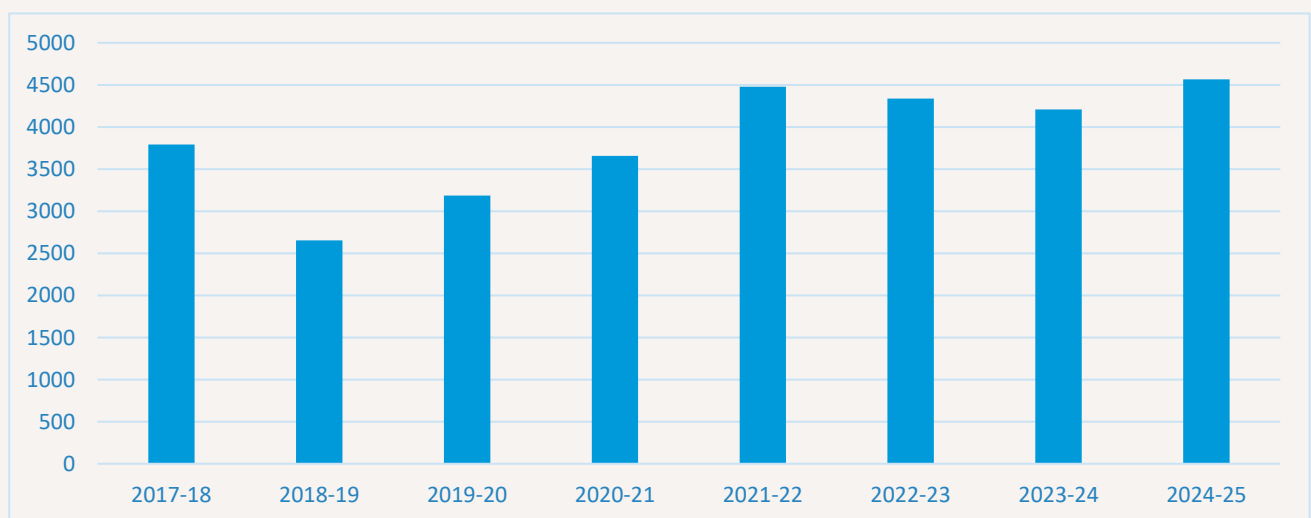
# Postal Industry Annual Summary: 1 July 2024 to 30 June 2025

In its role as the Postal Industry Ombudsman (PIO), the Office of the Commonwealth Ombudsman (the Office) handles complaints about postal operators. Australia Post (AusPost) is a mandatory member of the PIO scheme. Private operators register voluntarily and currently, StarTrack is the only voluntary member.

We place a high priority on quick and informal dispute resolution and seek an outcome that is fair to both parties. Where a complaint indicates one or more systemic issues, we work with the postal operator to address these and to influence service improvement.

**Figure 1** below shows the total number of complaints received by the PIO across each financial year in the period 2017-18 to 2024-25.

**Figure 1: Total complaints received by the Postal Industry Ombudsman, 2017-18 to 2024-25**



# Summary

Between 1 July 2024 and 30 June 2025, the Office received 4,565 postal industry<sup>1</sup> complaints. This was an increase of approximately 8% compared to the previous 12 months when we received 4,208 complaints.

The Office received the highest number of complaints this financial year as compared to any other year in the past 8 years. Prior to this, the highest complaint numbers were in the 2021-22 year, which was impacted by COVID-19.

High complaint numbers over the last four financial years reflect continued consumer preferences towards parcel delivery and therefore, increased parcel volumes across postal systems. This may also be the reason for the small increase in complaints about StarTrack. We received 233 complaints against StarTrack in the 2024-25 financial year as compared to 152 in 2023-24 and 151 in 2021-22.

We mentioned in last year's annual summary that Australia Post had been progressively rolling out modernisation measures, such as changes to the frequency of letter delivery, following a change to the regulations on 13 April 2024.<sup>2</sup> We have seen a small increase in complaints about letters from 6% of total complaints in the previous financial year to 7% this financial year.

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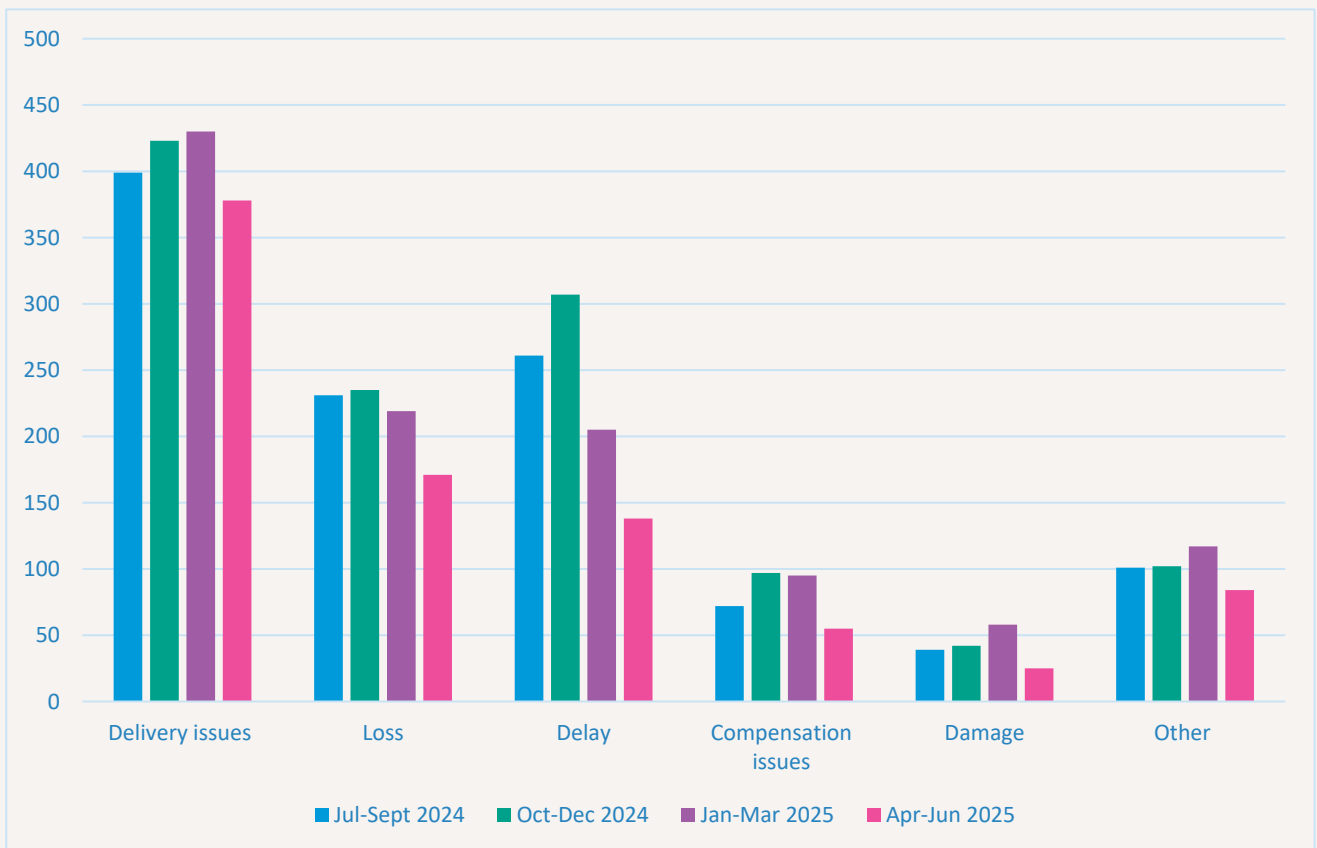
<sup>1</sup> Includes complaints about postal and similar services provided by Australia Post and registered Private Postal Operators. Further information on our Postal Industry Ombudsman jurisdiction is available at [Postal industry complaints | Commonwealth Ombudsman](#).

<sup>2</sup> [Federal Register of Legislation - Australian Postal Corporation \(Performance Standards\) Regulations 2019](#) and [Our future - Australia Post \(auspost.com.au\)](#)



**Figure 2** illustrates complaint issues over the last 12 months. Complaints relating to delivery issues remains consistent as the top issue received by our Office across every quarter. Similar to last financial year, complaints about delays peaked in the October to December 2024 quarter to become the second most prevalent issue. This coincides with the usual increase in parcel volumes during the lead up to Christmas which can experience slower delivery times and more delays.

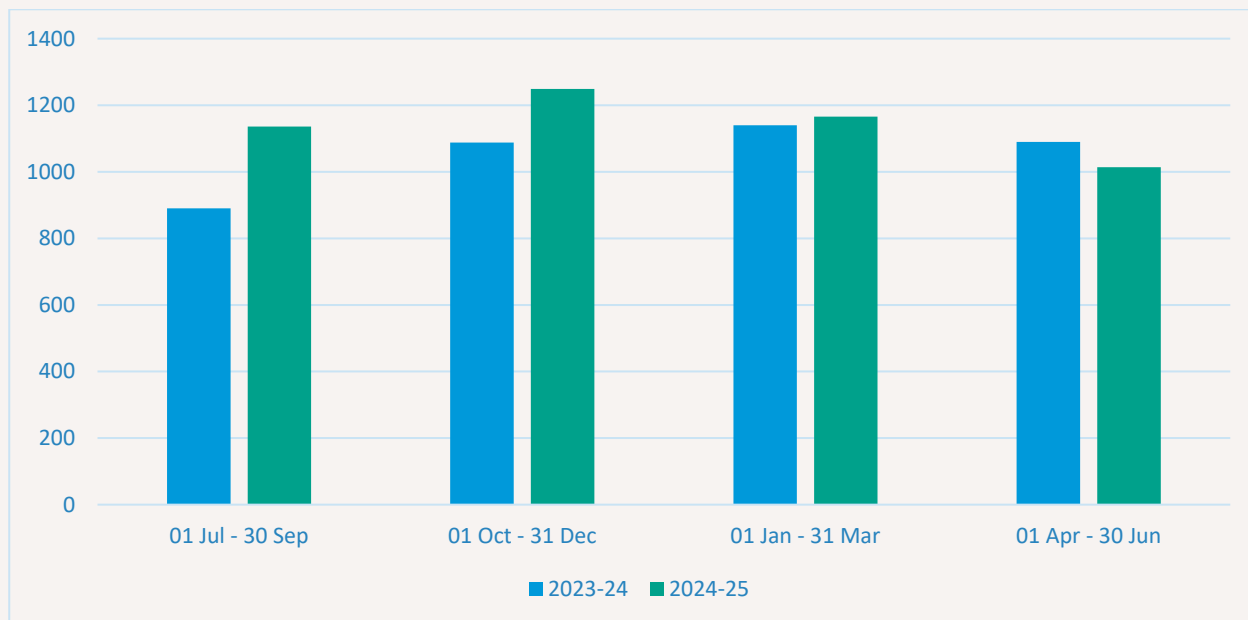
**Figure 2: Complaint issues: Comparative data for July 2024 to June 2025**



# Complaints received<sup>3</sup>

## Complaints received by quarter

**Figure 3: Complaints received by quarter compared to the same quarter in previous years**



## Complaints received by postal operator

Between 1 July 2024 and 30 June 2025, we received 4,565 complaints, comprising:

- 4,332 (95%) about Australia Post
- 233 (5%) about StarTrack

As noted in the summary, while overall complaint numbers for both Australia Post and StarTrack combined were higher, we received more complaints about StarTrack than previous financial years, receiving 152 complaints about StarTrack in the last 2023-24 financial year.

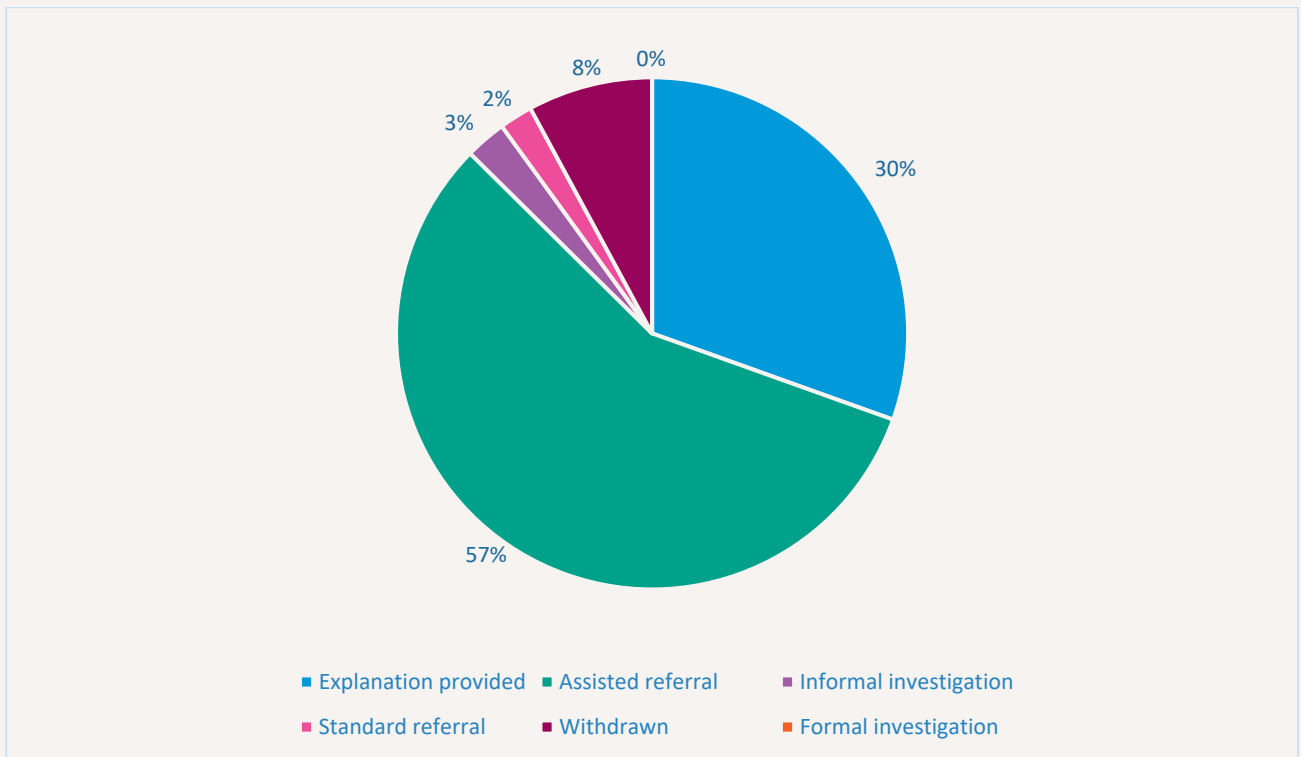
## Actions taken to finalise complaints

Between 1 July 2024 and 30 June 2025, we finalised 3,990 postal industry complaints, finalising 7% less than the previous year.

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<sup>3</sup> Includes complaints about Australia Post and private postal operators registered by the Postal Industry Ombudsman and complaints about Australia Post under the Commonwealth Ombudsman jurisdiction.

**Figure 4: How complaints were finalised**



## Data

The data in this update is for the period 1 July 2024 to 30 June 2025. Some figures may differ from the Annual Report as our data is dynamic and regularly updated as new information comes to light. Previous Postal Industry Ombudsman updates are available on the Ombudsman's [website](#).