

## Postal Industry Ombudsman Scheme – Registration Form

Under the *Commonwealth Ombudsman Act 1976*, a private postal operator (PPO) may register with the Office of the Commonwealth Ombudsman (the Office). If a PPO registers, the Office can investigate complaints about its postal services. Membership is voluntary, and PPOs may de-register at any time. The Ombudsman’s Office charges the PPO a fee for investigating a complaint. The fee is based on the complexity of the investigation. There are currently four fee levels. The Office will advise the PPO in advance which fee level applies, and if and when the Office plans to escalate the fee to another level.

### PART 1—Information for the register

*The Office is required to keep an online register of PPOs. The information you provide in Part 1 will go on the register and be publicly available on our website [ombudsman.gov.au](http://ombudsman.gov.au)*

Name of your company/business			
Any other trading names you use for your postal ABN (if you have one)			
Postal address			Postcode
Street address			Postcode
Telephone number	( )	Fax number	( )
Website address	www.		
Email address			

### PART 2—Information for the Ombudsman’s Office

*The information you provide in Part 2 will help us deal with any complaints quickly and fairly. We will not make this publicly available on our website.*

<b>What type of business organisation are you?</b>	Company	<input type="checkbox"/> > ACN	
	Sole trader	<input type="checkbox"/>	
	Partnership	<input type="checkbox"/>	
	Unincorporated association	<input type="checkbox"/>	
	Other	<input type="checkbox"/> > Please specify	

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**What services do you provide?**

*(tick as many as appropriate)*

- Postal
- Courier
- Parcel delivery
- Security of parcel
- Transport of parcel
- Collection point for parcel
- Other

> Please specify other services provided by your company/business

**Who is your managing director/CEO/proprietor?**

Title	<input style="width: 95%;" type="text"/>
First name	<input style="width: 95%;" type="text"/>
Family name	<input style="width: 95%;" type="text"/>
Position	<input style="width: 95%;" type="text"/>
Telephone	( <input style="width: 80%;" type="text"/> )
Fax	( <input style="width: 80%;" type="text"/> )
Email	<input style="width: 95%;" type="text"/>

**Whom in your organisation should we contact about a complaint?**

*If you have different contacts in different offices, please*

Title	<input style="width: 95%;" type="text"/>
First name	<input style="width: 95%;" type="text"/>
Family name	<input style="width: 95%;" type="text"/>
Position	<input style="width: 95%;" type="text"/>
Telephone	( <input style="width: 80%;" type="text"/> )
Fax	( <input style="width: 80%;" type="text"/> )
Email	<input style="width: 95%;" type="text"/>

**How do you prefer us to contact your organisation?**

- Letter
- Telephone
- Fax
- Email

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<b>To whom should we send invoices?</b>	Position	<input type="text"/>
	Title	<input type="text"/>
<b>Please nominate a position or an individual.</b>	First name	<input type="text"/>
	Family name	<input type="text"/>
	Telephone number	( <input type="text"/> ) <input type="text"/>
	Fax number	( <input type="text"/> ) <input type="text"/>
	Email address	<input type="text"/>

<b>Do you have a complaint-handling process in place?</b>	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Being developed	<input type="checkbox"/>

<b>What is the approximate size of your business?</b>  <i>This information is voluntary. It would be helpful for us to know the size of your postal operations. Please fill in any or all that apply.</i>	Number of employees	<input type="text"/>
	Annual turnover of postal operations	AU\$ <input type="text"/>
	Number of vehicles	<input type="text"/>
	Number of postal articles handled annually	<input type="text"/>

<b>Do you have any contractors who provide postal services on your behalf?</b>	No	<input type="checkbox"/>
	Yes	<input type="checkbox"/> > Please specify business names of contractors/subcontractors below (if known)

**When you register with the Ombudsman, actions taken by your contractors and subcontractors when they provide postal services on your behalf are considered to be your actions.**

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In applying for registration, you acknowledge that registering with the Ombudsman’s Office means:

- Your customers can make complaints to our Office about your postal or similar services. This includes actions taken by your contractors and subcontractors.
- The Commonwealth Ombudsman can conduct investigations into these complaints.
- The Ombudsman’s Office can make a report to you if any error is found in actions taken by your company/business and a report may be tabled in Parliament by the relevant Minister.
- You may de-register from the scheme at any time. However, the Office may be able to investigate complaints about actions which occurred in the 12 months prior to de-registration.
- Details about your business provided in Part 1 of this form will be held in an electronic register which will be publicly available on our website [ombudsman.gov.au](http://ombudsman.gov.au).
- Our Office will charge a fee for an investigation, which is a debt due to the Australian Government, collected by the Australian Communications and Media Authority.

Signature

Date

Name of Signatory

Position

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This form can be: downloaded from

[ombudsman.gov.au](http://ombudsman.gov.au)

mailed to

Commonwealth Ombudsman

Level 6, 34 Queen Street

Melbourne VIC 3000

If you have any queries or if you experience problems with this form, please contact our Office on 1300 362 072 (*local call charge—higher charges may apply from some mobiles*)