

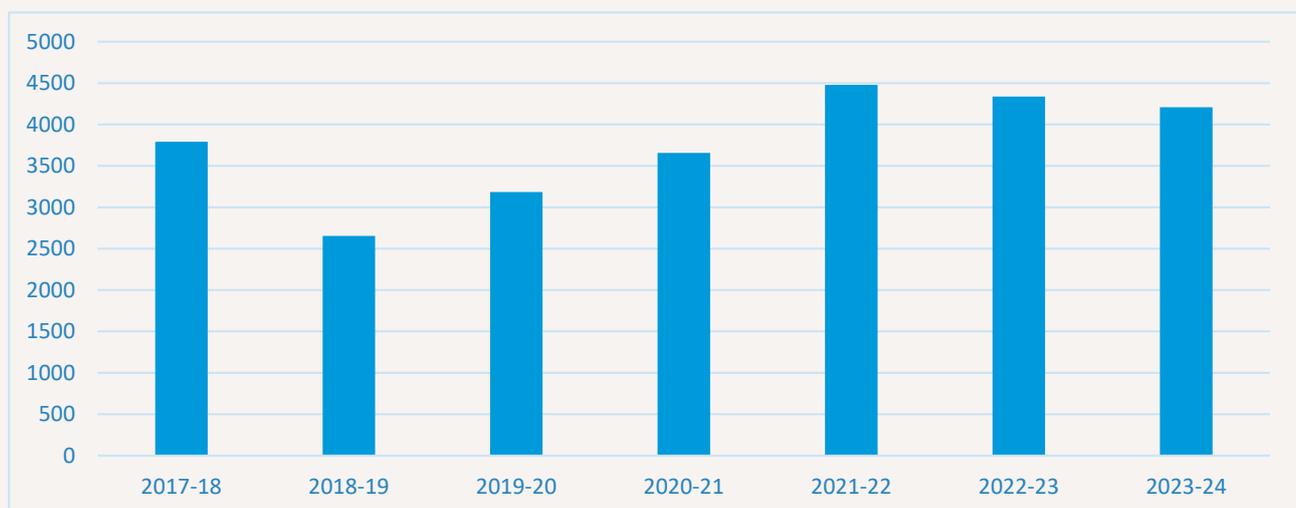
# Postal Industry Annual Summary: 1 July 2023 to 30 June 2024

In its role as the Postal Industry Ombudsman (PIO) the Office investigates complaints about postal and similar services provided by Australia Post (AusPost) and Private Postal Operators.

AusPost is the only mandatory member of the PIO scheme. Private operators join voluntarily. StarTrack is currently the only voluntarily registered 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 influence improvements in their service and administration.

**Figure 1** below shows the total number of complaints received by the PIO across each financial year.

**Figure 1: Total complaints received by the Postal Industry Ombudsman, 2017-18 to 2023-24**



## Summary

Between 1 July 2023 and 30 June 2024, the Office received 4,208 postal industry<sup>1</sup> complaints. This was a decrease of approximately 3% compared to the preceding 12 months when we received 4,345 complaints. Complaint numbers have been relatively steady the last three financial years following an increase in complaint numbers during the COVID-19 period starting in March 2020. The pandemic appears to have caused a permanent change in consumer behaviour towards shopping from home, and this subsequently increased parcel delivery volumes across Australia Post.

Complaints relating specifically to letters made up a small proportion of the total amount of issues we received. The Office notes Australia Post's modernisation activities such as changes to the frequency of letter delivery which will be rolled out progressively following a change to regulations on 13 April 2024.<sup>2</sup> We will monitor complaint numbers about letters and the impact of the changes on consumers.

**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. Complaints about delays peaked in the October to December 2023 quarter to become the second most prevalent issue. This coincides with the usual increase in parcel volumes during the lead up to Christmas which tend to experience slower delivery times and more risks of delays during the increased peak period for parcels. This is similarly mirrored in the usual increase and peak in delivery related issues in the same quarter.

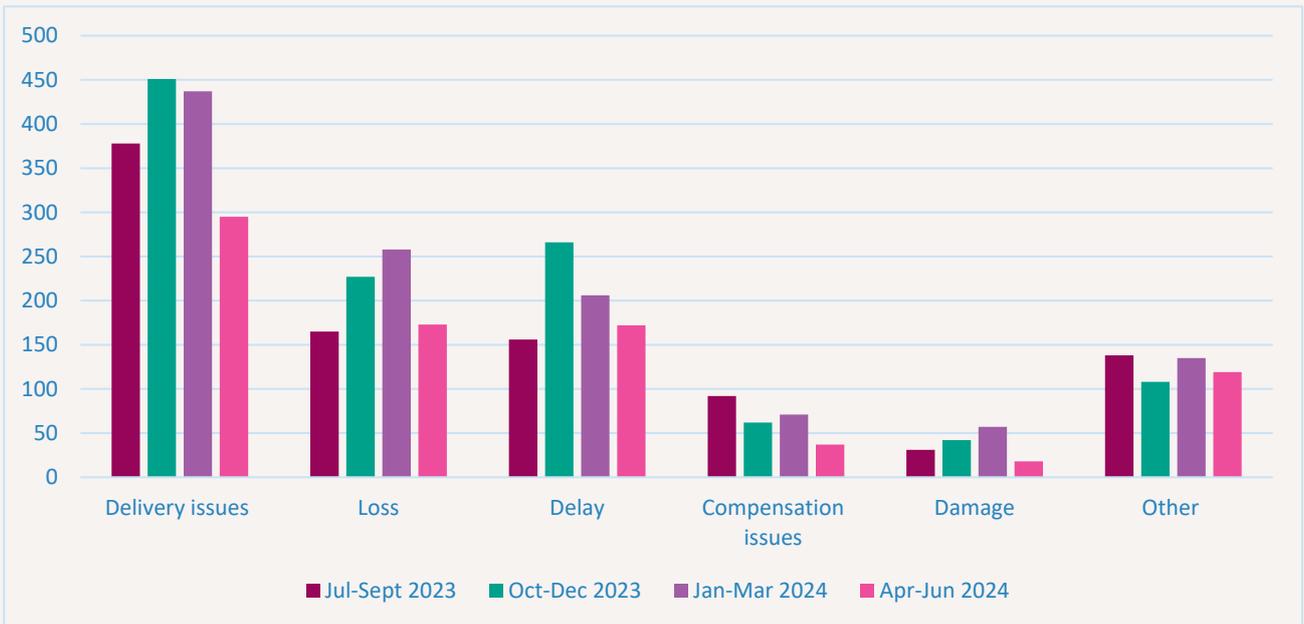
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<sup>1</sup> Includes complaints about postal and similar services provided by Australia Post and registered Private Postal Operators. Further information on our Postal Industry Ombudsman jurisdiction is available at [Postal industry complaints | Commonwealth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

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



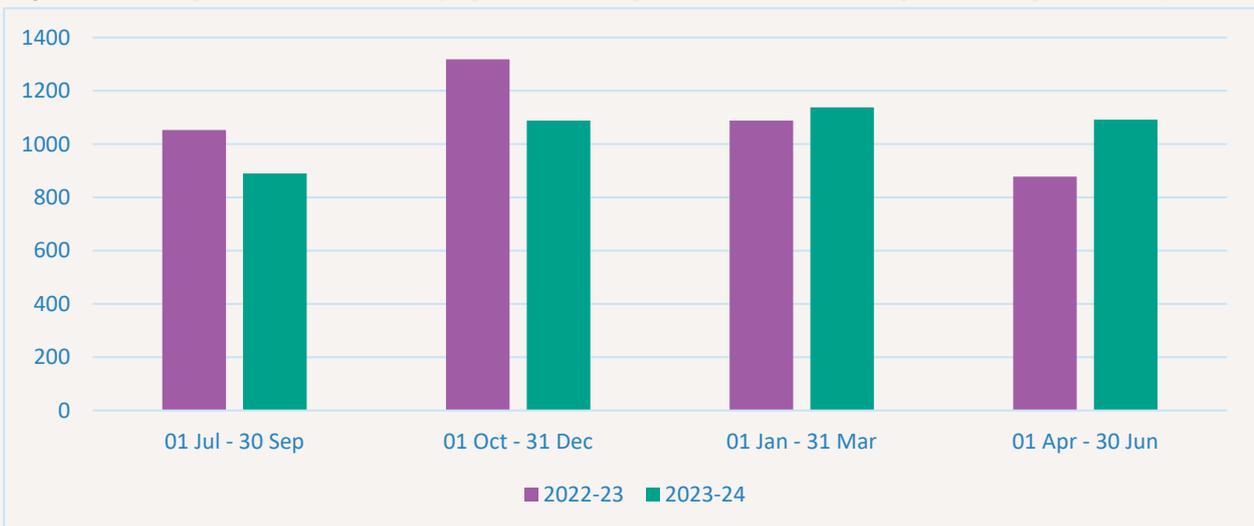
**Figure 2: Complaint issues: Comparative data for July 2023 to June 2024**



## Complaints received<sup>3</sup>

### Complaints received by quarter

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



<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.

# Complaints received by postal operator

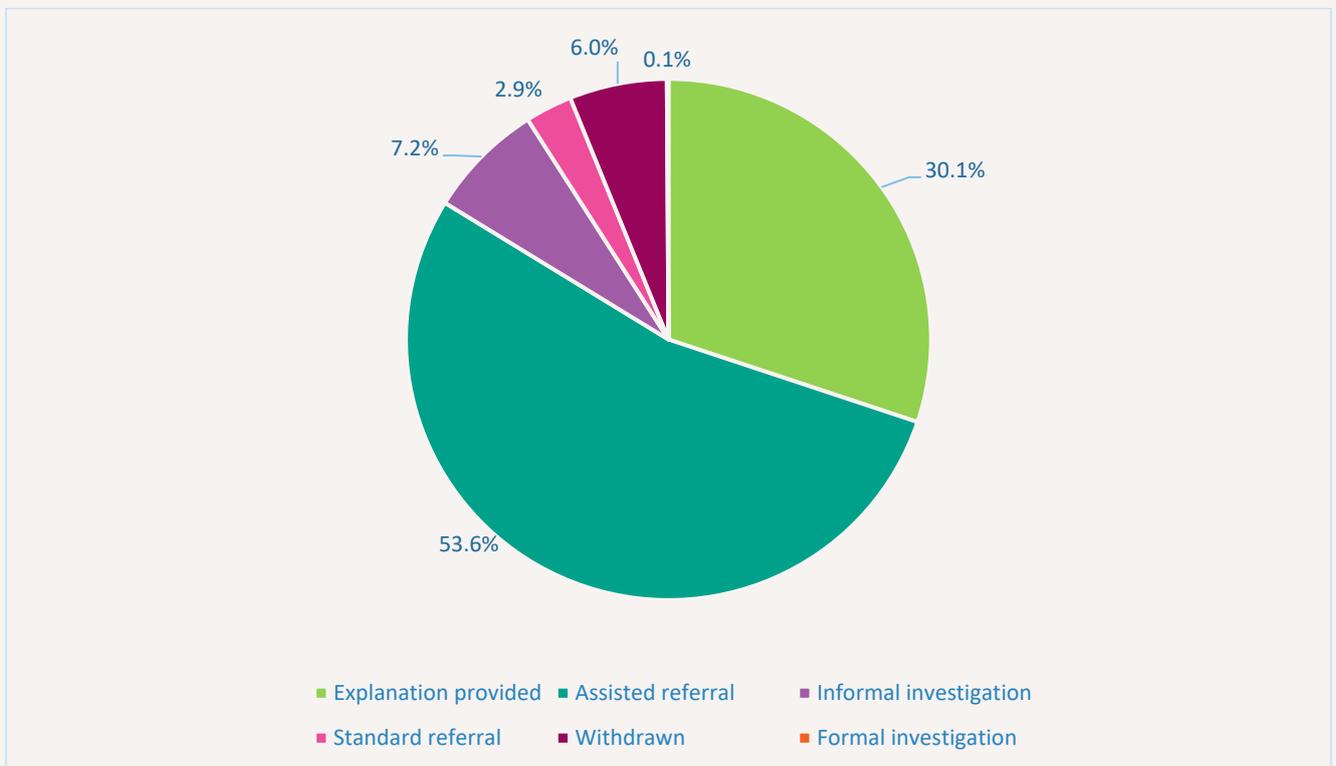
Between 1 July 2023 and 30 June 2024, we received 4,208 complaints, comprising:

- 4,056 (96%) about Australia Post
- 152 (4%) about StarTrack

# Actions taken to finalise complaints

Between 1 July 2023 and 30 June 2024, we finalised 4,299 postal industry complaints, finalising 5% more than the previous year.

**Figure 4: How complaints were finalised**



## Data

The data in this update is for the period 1 July 2023 to 30 June 2024. 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](#).

