

Under the *Commonwealth Ombudsman Act 1976* a private postal operator (PPO) may register with the Postal Industry Ombudsman. The Postal Industry Ombudsman is the same person who holds the office of Commonwealth Ombudsman.

If a PPO registers, the Postal Industry Ombudsman can investigate complaints made about the PPO's postal services. Membership is voluntary, and PPOs may de-register at any time.

The Ombudsman charges the PPO a fee for investigating a complaint. Fees are charged according to the complexity of the investigation. The Ombudsman will tell a PPO in advance how much the fee is expected to be, and will contact a PPO during the investigation if the fee changes.

PART 1 – Information for the register

The Ombudsman is required to keep an on-line register of PPOs. The information you provide in Part 1 will go on the register and be publicly available on our website www.pio.gov.au.

Name of your company/business

Any other trading names you use for your postal services

ABN (if you have one)

Postal address

 Postcode

Street address

 Postcode

Telephone number

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Fax number

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Website address

 http://www.

Email address

PART 2 – Information for the Ombudsman

The information you provide in Part 2 will help us deal with any complaints quickly and fairly. This information will not be publicly available.

What type of business organisation are you?

Company ACN

Sole trader Partnership Unincorporated association

Other Please specify

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: Mr Mrs Ms Miss Other

First name

Family name

Position

Telephone number

 ()

Fax number

 ()

Email address

Who in your organisation should we contact about a complaint?

If you have different contacts in different offices, please provide the details on an attached sheet.

Title: Mr Mrs Ms Miss Other

First name

Family name

Position

Telephone number

Fax number

Email address

How should we contact you?

Email Letter Telephone Fax

Who should the invoices be sent to?

You may nominate a position or an individual.

Position (e.g. Accounts Manager)

Title: Mr Mrs Ms Miss Other

First name

Family name

Telephone number

Fax number

Email address

Do you have a complaint-handling process in place?

Yes No Being developed

What is the approximate size of your business?

This information is voluntary, however it will be helpful if we know the size of your postal operations. Please fill in any or all which apply.

Number of employees

Annual turnover of postal operations

Number of vehicles

Number of postal articles handled annually

Do you have any contractors who provide postal services on your behalf?

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

No Yes Please specify business names of contractors/subcontractors below (if known)

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If you need more space, please list your contractors on a separate sheet

In applying for registration, you acknowledge that registering with the Postal Industry Ombudsman (PIO) means that:

- Your customers will be able to make complaints to the PIO about your postal or similar services. This includes actions taken by your contractors and subcontractors.
- The PIO will be able to conduct investigations into these complaints.
- The PIO 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 PIO 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 the PIO website www.pio.gov.au.
- The PIO 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

This form can be:

Mailed to: Postal Industry Ombudsman
GPO Box 442, Canberra ACT 2601

Faxed to: (02) 6249 7829

Downloaded from: www.pio.gov.au

Contact:

Telephone: 1300 362 072 (local call charge)

Email: pio@ombudsman.gov.au