

# Postal Industry Ombudsman

OCTOBER 2006

The Postal Industry Ombudsman (PIO) investigates complaints about postal or similar services provided by Australia Post and other postal operators registered with the PIO scheme.

## **Who can make a complaint?**

Anyone who uses postal or similar services can make a complaint. The PIO can investigate complaints about Australia Post or postal operators that have registered with the PIO scheme. Registration is voluntary. A list of registered members is on our website at [www.pio.gov.au](http://www.pio.gov.au). The Ombudsman's services are free for people making a complaint.

You can make a complaint on behalf of someone else, but we may still need to contact them to get their approval to proceed.

## **What is a postal or similar service?**

A postal or similar service is any service connected with the acceptance, security, allocation, transport or retention of mail. It includes courier services, and any letters or parcels that are delivered to an address, or held for collection. It does not include unaddressed ('junk') mail.

## **What the PIO can investigate**

The PIO can investigate complaints about delays, loss or damage, misleading or incorrect information, overcharging, or inappropriate behaviour by a postal or contracted worker.

## What the PIO does not investigate

The PIO cannot investigate the actions of postal operators who are not members of the PIO scheme, complaints from one postal operator against another postal operator, complaints about employment of staff by a postal operator, complaints made more than 12 months after the action that caused the complaint, or issues which are not postal or similar services, for example retail.

## How you can make a complaint

You will need to make your complaint to the postal operator first. If you are not happy with the outcome of that process, you can then complain to the PIO by telephone, fax or email, in person or in writing, or by using the online complaint form on our website.

## How your complaint will be handled

We will contact the postal operator to find out what they have to say about your complaint. Many complaints can be resolved at this stage. If the cause of the problem is not clear or a solution is not found, we may investigate further by asking more questions and reviewing the postal operator's policies and procedures. We may also require documents to be provided and questions answered in a formal process.

We will keep you informed of how your complaint is proceeding. If we find that a postal operator has made a mistake or acted wrongly, the PIO can recommend that the postal operator provide a remedy, for example paying compensation or apologising.

Our Service Charter sets out the standards of service you can expect from us, and what you can do if those standards are not met. Copies of the charter are available on our website.

The Ombudsman has taken reasonable action to ensure that the information contained in this publication is accurate and adequately comprehensive for the purpose for which it was created. The Ombudsman is not responsible for any damage or loss claimed to arise from any error or omission in this information.

## Contact details

**COMPLAINTS 1300 362 072** (local call charge)

Enquiries 9 am–5 pm Monday to Friday

**Postal** GPO Box 442, Canberra ACT 2601

**Email** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Web** [www.pio.gov.au](http://www.pio.gov.au)