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GENERAL NOTICE

NOTICE 746 OF 2004**POSTAL REGULATOR****CUSTOMER CARE STANDARDS AND COMPLAINT HANDLING PROCEDURE**

The Postal Regulator has, in terms of Clause 10 of the licence issued to the South African Post Office Limited (SAPO), in consultation with SAPO, determined the customer care standards and complaint handling procedure in the Schedule to be adhered to by SAPO in rendering the reserved postal service during the period 1 July 2004 to 31 March 2005.

SCHEDULE

PROPOSED CUSTOMER CARE STANDARDS

THE IDEAL CUSTOMER CARE STANDARDS FOR SOUTH AFRICAN POST OFFICE

The following are the proposed customer care standards against which the Post Office will be measured as envisaged in Clause 10 of the Licence issued to the Post Office.

1. Visibility
2. Accessibility
3. Convenience e.g. Location
5. Knowledge/Competence of Staff
6. Staff Attitude
7. Security
9. Standards for handling complaints and resolving disputes

CATEGORY	SERVICE	DESCRIPTION	TARGET/STANDARD
1. Visibility	<ul style="list-style-type: none"> ▪ Corporate signage 	Should be visible and displayed in all the affiliated branches (e.g. retailed postal agencies)	At all times and immediately
	<ul style="list-style-type: none"> ▪ Branch Code ▪ Display of office/business hours ▪ Collection frequencies and Clearing Times ▪ Products & Services ▪ Code of conduct 	Displayed in all branches	At all times and immediately.

	<ul style="list-style-type: none"> Complaints procedures & disputes resolution Share call number, telephone, email & fax numbers of Customer Contact Centres Regional/Provincial contact details e.g. phone, fax & contact persons 		
2. Accessibility	<ul style="list-style-type: none"> Ramps for the disabled people Height of counters inside the post office Parking bays for the disabled Availability of postal services Queuing times in the outlets 	<p>Should be built</p> <p>Should be accessible to disabled persons</p> <p>Communities should have access to this services</p> <p>Customers should be helped as soon as possible</p>	<p>At all branches immediately</p> <p>Not more than 7 minutes</p>
3. Language	<ul style="list-style-type: none"> Language predominantly used in a particular area and English to be used on pamphlets, posters etc 	Communities should always receive assistance in the language they understand.	At all branches gradually.
4. Location	Postal Outlets and Branches	Should be closer to the customers	Distance approximately 5 km (depending on population density)

5. Staff attitudes	<ul style="list-style-type: none"> ▪ Helpfulness ▪ Friendliness/Polite ▪ Product knowledge ▪ Honesty & Respect ▪ Accurate ▪ Presentable/corporate wear with name tags 	<p>Should render quality service and be prepared to go an extra mile</p>	<p>At all times and to everybody using the post office</p>
6. Security	<ul style="list-style-type: none"> ▪ Safety of mail ▪ Safety of postal users when using postal facilities ▪ Mail violation ▪ Lost Parcels ▪ Crime bust line 	<p>Information about insurance on parcels or mail should be communicated to customers</p> <p>Facilities should be manned by security guards and warning signals be displayed</p> <p>Security on mail and other postal crimes should be enhanced</p>	<p>At all times</p>
7. Reports	<ul style="list-style-type: none"> ▪ Quarterly and annual reports ▪ Detailed reports on how many items were lost per month ▪ Types of complaints received per month 	<p>Reports shall be sent to the Postal Regulator</p>	<p>Every quarter or as agreed with the Regulator</p>

8. Guidelines for complaints handling	<ul style="list-style-type: none"> ▪ Procedures for lodging and resolving complaints 	Should be displayed in all the branches and retail outlets	<p>At all times</p> <p>Only 5 working days to resolve a complaint. Where a complaint cannot be resolved within the prescribed timeframe, the customer should be notified within 3 working days of when the matter would be finalised.</p>
	<ul style="list-style-type: none"> ▪ Postal Regulator's details, including the contact numbers and address of the relevant unit at Regulator. 	In case of a dispute a customer should be advised to refer the dispute to the Postal Regulator. Contact details be provided.	
	<ul style="list-style-type: none"> ▪ Standards for resolving complaints 		
		Complaints should be attended to immediately	

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