

## About Postcomm

Postcomm – the Postal Services Commission – is an independent regulator established by the Postal Services Act 2000. Postcomm is answerable to Parliament for ensuring the provision of a universal postal service throughout the UK. Parliament also requires us to promote effective competition between postal operators in the interest of customers - this is because it took the view that this was the best way to encourage Royal Mail and other operators to raise their game and offer affordable and good quality services to customers.

Our vision is “a range of reliable, innovative and efficient postal services, including a universal postal service, that is valued by customers and delivered through a competitive postal market”.


Our policies are steered by a board of independent commissioners, headed by our chairman, Nigel Stapleton. Between them they have considerable experience of competition, business, consumer issues, regional matters, mail operations, trade unions, government and regulation. Day-to-day work is handled by a staff of approximately 70 people, headed by our chief executive Tim Brown.

Postcomm has:

- required Royal Mail to continue to provide a universal postal service, including collections and deliveries for every UK address each working day, as well as the ‘one price goes anywhere’ stamp;
- introduced full competition for letter post, and
- licensed a number of companies to compete with Royal Mail.

Because Royal Mail still has a hugely dominant position in the letter post market, we also regulate some of the prices that it can charge and its quality of service.

We are also charged with monitoring developments in the Post Office network, but are not involved in making decisions on either the future of the network as a whole, or any individual post office. However, we do give advice to government on the Post Office network, by commissioning



research and presenting annual reports to the Department of Business, Enterprise and Regulatory Reform.

### **Useful links**

- **[www.psc.gov.uk](http://www.psc.gov.uk)** – Postcomm’s website, for further information on all aspects of the UK mail market and all aspects of our policy work.

Please contact Postcomm for a full list of titles available in this series of factsheets.

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Postcomm is the independent regulator for postal services in the UK. This is one of a series of fact sheets designed to provide background information on key issues in the postal services sector. Contact us at 6 Hercules Road, London, SE1 7DB. **Tel** 020 7593 2100, **Email** [info@psc.gov.uk](mailto:info@psc.gov.uk)

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