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Dear Sean

**Consultation on the proposed Postal Services (Consumer Complaint Handling Standards) Regulations 2008**

Thank you for providing Postwatch with the opportunity to comment on the above proposals.

Postwatch is pleased that many of the recommendations that we made have been taken into account in your final proposal. We are satisfied that the proposed Regulations:

- correctly implement Postcomm's decisions; and
- are enforceable by Postcomm should the need arise

We are also pleased that the proposed Regulations will:

- ensure that licensed postal operators will have to have their own complaint handling procedures in place;
- ensure that those procedures must be clear, simple and easy to follow;
- ensure that the information on how to complain is available to consumers where it is needed;
- ensure that customer complaints and any follow up contacts will be captured;
- ensure that consumers are referred, at the appropriate time, to the independent redress scheme.

Yours sincerely

Nick Winter  
Director Consumer Services