



ADR Entity Reporting – Biennial Report

Postal Redress Service (POSTRS)

Reporting period: 1 July 2023 – 30 June 2025

In June 2015 POSTRS was approved by Ofcom to provide alternative dispute resolution under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (“the Regulations”).

As part of Ofcom’s approval, POSTRS is required under Schedule 6 of the Regulations to communicate the following information every two years:

(a) The number of disputes received by the ADR entity and the types of complaints to which the disputes related

In the reporting period, POSTRS received a total of 1544 domestic disputes. Of these, 1115 disputes came within the scope of what POSTRS can deal with, while 429 were either out of scope or were discontinued for operational reasons.

The following table sets out the types of disputes that were referred to POSTRS in the reporting period which came within the scope of what POSTRS can deal with.

Complaint Types	Number of Cases
Loss of item	199
Damage to item	14
Delay to item	295
Customer service	33
Other / undefined	574

(b) The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached

During the reporting period, POSTRS discontinued a total of 336 cases for operational reasons. This represents 22% of the total amount of disputes received by POSTRS.

Reason for Discontinuance	Percentage Share
The subject matter of the dispute did not fall within the scope of what POSTRS can consider under its Scheme Rules	30%
The consumer submitted an incomplete application to POSTRS which could not be taken forward owing to the lack of information	47%
The trader that the consumer is complaining about was not registered with POSTRS as its ADR entity	Nil
The consumer was not a 'customer' of the trader under the definition set out in the POSTRS Scheme Rules	7%
The consumer voluntarily withdrew their dispute from POSTRS while it was in progress	16%

(c) The average time taken to resolve domestic disputes and cross-border disputes

Domestic disputes took an average of 26 calendar days to resolve.

(d) The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures

POSTRS does not record data on the rate of compliance with outcomes.

POSTRS has a process in place whereby a trader that fails to comply with an adjudicator's decision that has been accepted by the consumer has their membership of POSTRS suspended. If non-compliance persists, the trader's membership of POSTRS is terminated.

(e) Any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future

Providing real and meaningful outreach to vulnerable consumers at all levels of the customer contact and complaint journeys is key to ensuring consumers feel heard and valued, which avoids disputes. Providing specialised services for vulnerable customers (including those who are temporarily vulnerable) can help those customers who are in acute need of support, avoiding the escalation of

problems into disputes.

The provision of clear information at an early stage about the parameters and limitations on postal services ensure that consumer expectations are set correctly, which reduces the likelihood of disappointment and complaints that lead to ADR disputes.

- (f) Where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its co-operation in that network

POSTRS has not dealt with any cross-border disputes in the reporting period, and therefore it does not co-operate with any network of ADR entities which facilitate the resolution of such disputes.

- (g) Where the ADR entity provides training to its ADR officials, details of the training it provides

POSTRS supports the continuing training and development of its ADR officials. In this reporting period, training has been provided to ADR officials on best practice on decision-making techniques, including writing decisions for a consumer audience and appropriate awards of compensation for complaint handling.

- (h) An assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance

POSTRS remains a highly effective alternative dispute resolution procedure, resolving disputes between postal operators and consumers, offering a swift and high-quality form of dispute resolution at low cost. Cases are dealt with quickly and all decisions are complied with. Improvements can be made through enhanced consumer awareness and even more streamlined processing times. Regular reviews, stakeholder feedback, and maintenance of high-quality decision-making will further enhance the performance of POSTRS.