

CODE OF PRACTICE (For South African Postal Industry)

In terms of the standard and guidelines prescribed by the Independent Communication Authority of South Africa

OBJECTIVES OF THE CODE

- To provide guidelines that will ensure acceptable standards of conduct by the South African Post Office and set uniform standards of service for consumers
- To uphold professionalism, responsiveness, honesty, trust, respect, excellence, quality, commitment to client satisfaction and compliance
- To promote harmonious interaction and relationship between the South African Post Office and its clients

KEY COMMITMENTS

The South African Post Office shall:

- Treat customers with respect and dignity
- Display utmost courtesy and care when dealing with the aged and disabled persons
- Endeavour to communicate with customers in the language of their choice as far as it is practicable and possible
- Display at our outlets in the public area, information pertaining to customer complaints resolution procedures
- Ensure that all complaints received are recorded appropriately and resolved in a courteous, efficient and fair manner
- Be responsible to its customers for a healthy, safe and secure environment when conducting their business
- Timeously communicate queuing times and other relevant customer information to customers

INTEGRITY AND SAFETY OF MAIL

The South African Post Office shall undertake to:

- Adopt preventative security measures to avoid loss of parcels and mail items
- Be accountable and compensate clients for lost or damaged goods
- Make clients aware of the various products offered that may be beneficial to them, such as the registering of mail and adequate insurance cover for valuable goods
- Advise clients that mail, particularly of a fragile nature, is adequately packaged to protect the integrity of the goods
- Take the necessary precautions to ensure the integrity of electronic and postal mail

HARMFUL BUSINESS PRACTICE

The South African Post Office shall not engage in the following practices.

- Dishonesty in its dealings with its clients
- Unfair pricing
- Misrepresentation of facts in its dealings with clients
- Intentionally damaging the image of other operators, the industry, or clients

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