

Royal Mail's products and services available through the Postal Redress Service (POSTRS)

The tables below set out the products for which the independent Ombudsman style scheme, the Postal Redress Service (POSTRS), may be available depending on the nature of the specific complaint.

Where a product or service is included in these tables, this does not mean that Royal Mail offers compensation for failures. Please see the individual product terms and conditions for details of any compensation available.

Inland products & services

The Postal Redress Service is available to either the person who has purchased the product or service (usually the poster) or the person receiving the item.

- 1st Class stamped and metered mail, including mail posted using Click & Drop, or with prepaid stationery (also when posted on account and VAT exempt)
- 2nd Class stamped and metered mail, including mail posted using Click & Drop, or with prepaid stationery (also when posted on account and VAT exempt)
- Royal Mail Signed For® 1st Class and 2nd Class where using stamps or metered mail, Click & Drop or prepaid stationery
- Special Delivery Guaranteed by 1pm®, where posted using stamps or metered mail, Click & Drop or prepaid stationery
- Royal Mail Tracked 24® and Royal Mail Tracked 48® *When posted using Click & Drop only
- Articles for the Blind
- Petitions to the Queen and to Parliament
- Safebox™
- Ministerial Pouch Services

The Postal Redress Service is available only to the person who has purchased the product or service (usually the poster).

- Social Redirections
- Personal Keepsafe™
- Proof of delivery
- Poste restante

The Postal Redress Service is available only to the person receiving the item for mail sent using these business products.

- 1st and 2nd Class mail posted on account *
- Business Mail™
- Advertising Mail™*
- Sustainable® Advertising Mail*
- Advertising Mail™ with Response*
- Publishing Mail™*
- Royal Mail 24® and Royal Mail 48®*
- Royal Mail Tracked 24® and Royal Mail Tracked 48®*
- Candidate Mail*
- Postal Voting*
- Access mail, including all mail posted with other operators and delivered by Royal Mail

* Posted using PPI.

The Postal Redress Service is available only to the person posting the item for mail sent using these business products.

- Response Services products - including Business Reply and Freepost Standard, Business Reply and Freepost Plus and Freepost Name.

Please be aware that for mail which has been surcharged, returned to sender or unofficially redirected, the availability of the redress scheme depends on the product originally used to send the mail item.

International products & services

The redress scheme is available only to the person who has purchased the product or service (usually the poster).

Where stamped, Click & Drop or metered mail has been used for:

- International Standard*
- International Economy*
- International Signed*
- International Articles for the Blind
- International Redirections
- International Tracked*
- International Tracked and Signed*

* non- contract only

Non-regulated products and services

The redress scheme is available only to the person who has purchased the product or service.

- Special Delivery Guaranteed by 9am®
- Stamps and Collectibles
- PO Box® for personal use

Please note!

Where either the purchaser or the recipient is able to go to redress, they cannot both do so over the same complaint.

