

**CUSTOMER
SERVICE
EXCELLENCE**



This Is To Certify That

Guernsey Post Philatelic Services

Envoy House
La Vrangue
St Peter Port
Guernsey
GY1 1AA

Has Been Awarded

Compliance Plus for Customer Service Excellence

In The Following Areas

- 1.1.1 We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.
- 1.1.2 We have developed customer insight about our customer groups to better understand their needs and preferences.
- 2.1.2 We use customer insight to inform policy and strategy and to prioritise service improvement activity.
- 2.2.4 We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.
- 3.2.1 We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.
- 3.2.2 We take reasonable steps to make sure our customers have received and understood the information we provide.
- 3.3.2 We evaluate how customers interact with the organisation through access channels and we use this information to identify possible service improvements and offer better choices.

Certificate Number
17/1455

Initial Recognition Date
7th December 2017

Issue Date
19th November 2018

Signed

On Behalf Of Centre For
Assessment Limited

Expiry Date
7th December 2019

Revision
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CfA
Centre for Assessment



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