



9.12.2010

NOTICE TO MEMBERS

Subject: Petition 0496/2010 by J.D.L. (Spanish), on postal services in Spain

1. Summary of petition

The petitioner expresses concern that, as a result of postal staff shortages, the mail is not being delivered on time and that users are not receiving a satisfactory service, while the shortage of postal delivery staff is creating an additional workload and increasing the stress levels of existing staff.

2. Admissibility

Declared admissible on 10 September 2010. Information requested from Commission under Rule 202(6).

3. Commission reply, received on 9 December 2010.

This petition is concerned with the quality of postal services in Spain, namely the alleged failure to deliver post throughout the country at least five days a week, notably as a result of postal staff shortages in the area.

In accordance with the responsibilities set out in the Postal Directive, complainants who contact the Commission are advised to seek redress through the procedures set out in the Union postal legislation and are provided with the relevant contact details. Notwithstanding this and in spite of its limited possibilities to intervene, the Commission has done its utmost to investigate the issues raised by complainants.

In 2009 the Commission also received complaints regarding the quality of postal services and staff shortages from citizens living in the same area as the petitioner. Following receipt of these complaints, the Commission requested the acting Spanish Postal Regulator for

information concerning the provision of postal services in this locality. Subsequent to the request, the Postal Regulator opened an investigation and sent an inspection team to the area. The outcome and follow-up of this request was made available to the local postal user and the Commission has not received any further communication from him. The European Commission was informed by the Postal Regulator on 30th of November 2009 that improvements had been put in place and that normal service levels in the area had been restored. Nevertheless, the Commission is continuing to monitor the quality of postal service in Spain through inter alia, contacts with national authorities. In that context, it intends to request further information from the Postal Regulator concerning quality of service in this area.

However, the Commission points out that the onus is on the petitioner to use the redress system provided in the Postal Directive. To that effect, the Commission has provided the petitioner with contact details concerning the appropriate authorities (Comisión Nacional del Sector Postal, Palacio de Zurbano, Calle de Zurbano, 5, 28010 Madrid, ESPAÑA) and information procedures to file a complaint.