

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

POSTRS (Postal Redress Service) is managed independently by the Centre for Effective Dispute Resolution (CEDR), an alternative dispute resolution provider, approved by Ofcom, to resolve disputes related to specific products and/or services.

Eligible products and services

- 1st Class where posted using stamps or franking impressions, Click & Drop* or prepaid stationery. including Safebox™. Includes when posted on account VAT exempt.
- 2nd Class where posted using stamps or franking impressions, Click & Drop*, or prepaid stationery. Includes when posted on account VAT exempt.
- Royal Mail Signed For® 1st Class and 2nd Class where posted using stamps or franking impressions, Click & Drop* or prepaid stationery.
- Special Delivery Guaranteed by 1pm® where posted using stamps or franking impressions, Click & Drop* or prepaid stationery, including Safebox™.
- Special Delivery Guaranteed by 9am® where posted using stamps or franking impressions, Click & Drop* or prepaid stationery.
- Royal Mail Tracked 24® and Royal Mail Tracked 48® where posted using Click & Drop* or via Post Office Branches only.
- Articles for the Blind, including to international destinations.
- Personal Redirections, including Redirections to international addresses.
- Personal Keepsafe™.
- Poste Restante.
- Petitions to His Majesty the King and to Parliament.
- Access mail, including all mail posted with other operators and delivered by Royal Mail if the complaint relates to a Royal Mail delivery procedure.
- International Standard, International Economy, International Signed, International Tracked and International Tracked & Signed where posted using stamps, a franking impression or Click & Drop*.
- International Tracked Heavier and International Tracked & Signed Heavier where posted using Click & Drop*.
- Incoming mail sent from international destinations and delivered by Royal Mail if the complaint relates to a Royal Mail delivery procedure.

**Excludes postage purchased through Click & Drop via Online Business Account.*

