

# Postal services — Quality of service — Complaints handling principles

ICS 03.240

## National foreword

This British Standard is the UK implementation of EN 14012:2008. It supersedes BS EN 14012:2003 which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee SVS/4, Postal services.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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English Version

## Postal services - Quality of service - Complaints handling principles

Services postaux - Qualité du service - Principes de traitement des réclamations

Postalische Dienstleistungen - Dienstqualität - Grundsätze der Bearbeitung von Beschwerden

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Management Centre: rue de Stassart, 36 B-1050 Brussels