



# Observation Form

You can hand in this form at any Post Office or email cco@post.gi. Claims (on a claims form) may be raised after 25 working days but before 6 months from the date of posting

General Post Office, Gibraltar

Tel- +350 20075714



Please complete this form in **BLOCK CAPITALS ONLY**

**CONTACT DETAILS**

Your Name			Today's date	/	/	20
Address						
Tel No:			E-mail			

**i**

Please tick which you have in your house	<input type="checkbox"/> LETTER BOX	<input type="checkbox"/> DOOR MAIL SLOT	<input type="checkbox"/> NONE
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**DETAILS OF OBSERVATION OR COMPLAINT**

**PLEASE IDENTIFY THE SERVICE AFFECTED (Tick one or more as appropriate)**

Inbound Air Mail	
Outbound Air Mail	
Main Post Office	
Sorting Office	
Other	

**Brief summary of circumstances leading you to fill in this form.**

Please consider how the postal service identified above has contributed to prompt you to raise this issue.  
Eg- Problem with service, manner in which service delivered, staff comportment, level of assistance provided, etc.

	Date issue occurred
	/ / 20

**Q**

Do you require a response ? Please tick	<input type="checkbox"/> Written	<input type="checkbox"/> E-mail	<input type="checkbox"/> Telephone
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**OFFICIAL USE ONLY**

**PLEASE DO NOT WRITE BELOW THIS LINE**

Officer who Issued form		Date Issued	
Officer who Received form		Date Received	

*Details of corrective or other action taken by officer dealing.*

*Thank you for having provided this feedback*