

When Congress enacted postal reform in 2006, it enhanced the Commission's role in resolving concerns or issues with the Postal Service. The Commission created two tracks for resolving such issues, Complaints, and the less formal Rate or Service Inquiries. This guide describes both processes.

Complaint

What is a Complaint?

A Complaint is a formal legal proceeding, where both sides may gather evidence, possibly have a hearing on the record, and seek resolution from the Commission.

What types of Complaints may the Commission hear?

The postal reform law passed in 2006 gives the Commission authority to hear Complaints when a person alleges that the Postal Service is not acting in conformance with certain laws and regulations. The scope of that authority is found [here](#).

What is involved in filing a Complaint?

The Commission has specific rules on what a person must do before filing a Complaint, what has to go in a Complaint, and how the Complaint should be filed. Those rules are located [here](#). After reviewing those rules, you can file a Complaint online using the Commission's [filing online system](#).

What is the Complaint process?

Similar to a legal proceeding, there are different stages of the Complaint process. Compared to a Rate or Service Inquiry, a complainant must take a more active role and devote more time and effort to pursuing the Complaint. Depending on the type of Complaint, there may be legal motions, discovery from both parties, hearings, and negotiations between the parties. A Complaint proceeds under the Commission's Rules of Practice and Procedure, which may be found [here](#).

What kinds of relief can a Complaint provide?

The Commission has broad authority to fashion an appropriate remedy if a Complaint is found to be justified.

Rate or Service Inquiry

What is a Rate or Service Inquiry?

A Rate or Service Inquiry is a less formal way to involve the Commission in the resolution of a concern or issue a consumer has with the level of service he or she receives from the Postal Service.

What types of Rate or Service Inquiries can the Commission hear?

The Commission is available to assist in the resolution of nearly any concern or issue a customer has with the level of his or her service. If the Commission receives many inquiries on the same topic, it may initiate an investigation which may result in a formal Complaint proceeding.

What is involved in filing a Rate or Service Inquiry?

A Rate or Service Inquiry only requires contact information for the inquirer, and a description of the concern and action taken thus far. The rule for Rate or Service Inquiries is [here](#). Once a customer is ready to file a Rate or Service Inquiry, he or she may contact the Commission's [Office of Public Affairs and Government Relations](#) to file it.

What is the Rate or Service Inquiry process?

After receiving a customer Rate or Service Inquiry, and getting any additional information required from the consumer, the Commission forwards the Rate or Service Inquiry to the Postal Service for resolution. The Postal Service is required to respond to the Commission and the customer within 45 days.

What kinds of relief can a Rate or Service Inquiry provide?

A Rate or Service Inquiry provides the Commission's oversight and monitoring of the Postal Service's response. If the Commission believes the response is inadequate, it may, in its discretion, initiate a additional action consistent with its [rules](#).

Where can a person get more information on Complaints and Rate or Service Inquiries?

Please contact the Commission's Office of [Public Affairs and Government Relations](#).