

# 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 It supersedes BS EN 14012:2003 which is withdrawn.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.

**Compliance with a British Standard cannot confer immunity from legal obligations.**

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## Amendments/corrigenda issued since publication

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