



**BSI Standards Publication**

## **Postal services – Quality of service – Complaints handling principles**

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## National foreword

This British Standard is the UK implementation of EN 14012:2019. It supersedes BS EN 14012:2008, which is withdrawn.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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**Compliance with a British Standard cannot confer immunity from legal obligations.**

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### Amendments/corrigenda issued since publication

| Date | Text affected |
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