

POSTAL COMPLAINTS REVISED
FURTHER INFORMATION / UPDATE

Residents and businesses of Warren have experienced an increase in problems and issues regarding the U.S. Post Office. The Township Committee is taking residents' complaints seriously. A meeting was held recently by the Township Administrator's office; with the Officer in Charge of the Plainfield Post Office; with the Warren Post Office Branch Manager; and with the U.S.P.S. Manager of Consumer Affairs & Industry Contact.

As a result of this meeting, we were asked to provide residents with information so they may register a complaint and be provided with follow up for their complaint. Once a complaint is registered, it is given a reference number and tracking number. Postal staff will look into the matter and follow up with the complainant within one to two days.

All residents who have complaints concerning the U.S. Postal Service or the Warren Branch, are asked to do the following:

- 1. FIRST.....Call the USPS Customer Service. Dial 1-800-ASK-USPS (1-800-275-8777) in order to obtain a case assignment. Hours of Operation: M-F 8:00 AM - 8:30 PM & SAT 8:00 AM - 6:00 PM**
- 2. Email Concerns 24/7 to: www.usps.com**
- 3. To escalate, contact the Call Center of the Northern NJ District Consumer Affairs HOTLINE # 732-819-3260, M-F 8 AM to 5 PM. By registering with the Call Center, all complaints will take on credence in order to be handled correctly.**

In addition, residents are asked to contact the Township Administrator's office after contacting the Call Center in order for them to be aware and follow up. Please call (908) 753-8000, extension 252 or you may email: complaints@warrennj.org

Mayor Marion is coordinating with Congressman Leonard Lance's office to ensure that delivery and service issues at the Warren Branch are resolved.

The Township Committee is making every effort to repair and/or improve the Warren Branch of the Post Office; however, the source of the problem is more than just any one Branch; it is the U.S. Postal Service overall which impacts delivery to Warren.