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Anzeige von Beschwerden bei Postdienstleistungen Entgegennahme

Heruntergeladen am 14.06.2025

<https://fimportal.de/xzufi-services/102879338/B100019>

Modul	Sachverhalt
Leistungsschlüssel	99118028261000
Leistungsbezeichnung I	Anzeige von Beschwerden bei Postdienstleistungen Entgegennahme
Leistungsbezeichnung II	Complain to the Federal Network Agency about postal and parcel service providers
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Bund
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	
Verrichtungskennung	Entgegennahme (261)
SDG-Informationsbereich	Verbraucherrechte und Garantien im Zusammenhang

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	mit dem Kauf von Waren und Dienstleistungen, einschließlich Verfahren für die Beilegung von Verbraucherrechtsstreitigkeiten und die Verbraucherentschädigung
Lagen Portalverbund	Verbraucherschutz (1150300), Verbraucherschutz (2140100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	27.09.2023
Fachlich freigegeben durch	Federal Ministry of Economics and Climate Protection
Handlungsgrundlage	https://www.gesetze-im-internet.de/pudlv/_5.html
Teaser	In case of basic problems with mail or parcel delivery, you can complain to Bundesnetzagentur.
Volltext	In Germany, the provision of essential postal and parcel services at affordable prices is guaranteed by law. The Federal Network Agency checks compliance with these statutory requirements for supply. Among other things, it investigates complaints, requests companies to examine or comment on them, and collects information that indicates deficits in supply. The statutory requirements include, for example, that • There are sufficient mailboxes as well as branches and stores for postal services, • letters and parcels are delivered on every working day, • letters and parcels are delivered to the specified address by posting in the house mailbox or by hand delivery, and • on average, 8 out of 10 letters are delivered to the addressee after one working day and 8 out of 10 parcels are delivered to the addressee after two working days. If the Federal Network Agency identifies anomalies as a result of frequent complaints or its own evaluations, it

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	calls on the postal company in question to restore the quality required by law and ensure it on a permanent basis.
Erforderliche Unterlagen	Depending on the facts of the case, further documents may be necessary, for example: • Correspondence with the postal company
Voraussetzungen	Your complaint must be related to the legal requirements for the • letter conveyance, • parcel delivery or • the carriage of newspapers and magazines.
Kosten	You can file the complaint free of charge.
Verfahrensablauf	If you have something to complain about, you should first contact the postal company concerned with a complaint and ask it to remedy the defects. In the case of persistent or recurring deficiencies or fundamental quality problems, you can contact the Federal Network Agency: • You can submit your complaint to the Federal Network Agency by mail or online form. • Describe the facts of the case in your complaint. You can add additional documents, for example, as an attachment via the online form. • The Federal Network Agency will examine your complaint and inform you about possible further action.
Bearbeitungsdauer	The average processing time is one week. Depending on the circumstances, the processing time may be extended.
Frist	There is no time limit for the appeal.
weiterführende Informationen	https://www.bundesnetzagentur.de/post-faq https://www.bundesnetzagentur.de/post-grundversorgung https://www.bundesnetzagentur.de/anlasspruefungpost

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Hinweise	
Rechtsbehelf	No legal remedies are given.
Kurztext	• Notification of complaints regarding postal services Receipt • Review of legal requirements for postal services by Federal Network Agency • Requirements regarding, among other things: • Number of mailboxes, branches, stores for postal services • Delivery on working days • average delivery times • personal delivery • Complaints to the Federal Network Agency mainly about • serious deficiencies • persistent or repeated deficiencies • fundamental problems with supply • responsible: Federal Network Agency, Consumer Service Post
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Anzeige von Beschwerden bei Postdienstleistungen Entgegennahme, Anzeige von Beschwerden bei Postdienstleistungen Entgegennahme