

## Consumer Advisory Council Overview

### **Consumer Advisory Council**

#### **1. Introduction:**

We are initiating a Consumer Advisory Council program to increase opportunities for postal consumers to interact with postal representatives. This council concept will involve consumers in an open forum and dialogue where ideas, concerns and suggestions can be discussed. It will also provide participants with the ability to obtain general information or gain assistance in resolving issues related to customer satisfaction.

#### **2. Structure:**

The council will be structured to provide an open forum for a wide range of individual consumers, with each member representing a different segment of the community. Postal officials will be active participants answering questions, discussing and resolving community service problems and informing council members of new or changing programs, products and services.

#### **3. Objectives:**

1. Create a better understanding of the Postal Service.
2. Open dialogue between local Postal managers and the communities they serve.
3. Provide postal managers with ideas and recommendations from diverse community viewpoints.
4. Develop a sense of community partnership in resolving issues related to postal services.
5. Provide a group of consumers with an opportunity to give input to proposed changes in local procedures, policies and/or products.
6. Develop an additional local resource for responding to consumer concerns.
7. Improve the quality of the service provided through a better understanding of consumer expectations.



## Consumer Advisory Council - Membership Application

### Postal Consumer Advisory Council

The United States Postal Service® is establishing a Postal Consumer Advisory Council (CAC) to improve the quality of service we provide for your ZIP® Code™ community. Additionally, through the establishment of this council, we hope to develop a partnership with the diverse communities we serve and keep an open dialogue between postal managers and our valued consumers.

The CAC will consist of community members and postal representatives and will meet quarterly to seek input on proposed changes in local procedures and policies. Ideally, the council will represent all facets of our community.

We invite you to be part of our team. If you would like to become a member of the Consumer Advisory Council, please complete this application and return it in the self-addressed, prepaid envelope.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Occupation: \_\_\_\_\_

Consumer Agency Represented (If applicable): \_\_\_\_\_

Briefly explain why you want to be involved in this council: