

Congress of the United States
Washington, DC 20515

June 29, 2021

The Honorable Louis DeJoy
Postmaster General, United States Postal Service
475 L'Enfant Plaza SW, Room 10300
Washington, DC 20260-2200

Dear Postmaster General DeJoy:

We are writing about the United States Postal Service (USPS) Congressional Entry Portal that our staff are now required to use in order to submit constituent complaints to USPS. This new process is extremely cumbersome and bureaucratic, does not address the mail and package delivery issues our constituents are experiencing, is problematic for those who are not tech savvy or do not have access to a computer, and is simply not working.

There are serious mail delivery problems in many of our districts. These problems have been going on for years and, while there have been some improvements, are continuing. Many of us get a high volume of postal complaints each week and sometimes have dozens of complaints a day. Each complaint takes a long time to submit through your portal, and if we get a large number of complaints on a given day – which we often do – it could take a significant amount of time for staff to enter all of the complaints. This is not acceptable.

When constituents call us, they are extremely frustrated. They usually have gone days and even weeks without their mail or packages, or are missing important mail and packages like bills, checks and medication. Often, they have already tried reaching someone at their post office or at USPS customer service and have not been able to reach anyone, have been hung up on, or have been treated rudely. And often these problems have been going on for months or longer.

Due to the new system, Congressional offices now have to add another layer of red tape and tell them to fill out a Privacy Release form in order for us to submit their complaints. We hear from a lot of senior citizens and others who do not have access to computers or technology and cannot fill out the form online. This requires our office to mail constituents a form and wait to receive their completed form by mail or fax. Since they are calling to complain about their mail, they are particularly upset to hear that our offices cannot process their complaints about mail services, until the form works its way back through the delayed and unpredictable mail service that is at the root of their concerns. This is not acceptable. Often when constituents learn that they need to provide this release form in order to register their complaint, they become angry and refuse to go through the process. Without their official complaint, it appears to USPS as if the problems do not exist and this too is unacceptable.

Once the complaints are submitted, USPS doesn't even have the courtesy to contact the constituents directly, despite having a Privacy Release form and requesting their contact

information. The responses we have started receiving from USPS will only frustrate constituents further. These responses do not indicate whether USPS has looked into the specific problem the constituent has complained to us about, and offers no explanation as to what is being done to resolve their specific issue. Sharing these responses with constituents offers little comfort that the situation will improve since there is no recognition of the particular issue the constituent is experiencing or any mention of a solution. This is not acceptable.

Ultimately we would all like to see regular, on-time, 6 days-a-week, mail delivery for all of our constituents. Until that happens, we need a way to communicate to you the problems constituents are experiencing in a way that doesn't create more frustration for constituents and undue burdens for the congressional staff who are trying to help them. Congressional offices should have direct input into the process by which we submit complaints to you. Until a better system is in place, we plan to go back to our previous methods of submitting cases to USPS.

Sincerely,

Jan Schakowsky
Member of Congress

Danny K. Davis
Member of Congress

Bill Foster
Member of Congress

Jesús G. "Chuy" García
Member of Congress

Robin L. Kelly
Member of Congress

Marie Newman
Member of Congress

Mike Quigley
Member of Congress

Bobby L. Rush
Member of Congress

Lauren Underwood
Member of Congress

Cc:

Kristen Seaver, Chief Retail and Delivery Officer and Executive Vice President

Elvin Mercado, Central Area Vice President

Randy Stines, District 1 Manager