

UPDATE: U.S. POSTAL SERVICE CONTACT INFORMATION

The Bainbridge and Auburn Board of Trustees held a joint meeting on Monday, May 1, 2017 to discuss complaints related to service, management, location, and infrastructure of the Chagrin Falls branch of the U.S. Post Office. It was agreed that both communities will continue the dialogue, hold a public meeting with Congressman David Joyce's office and U.S. Postal Service representative(s), and provide contact information for the U.S. Postal Service to its residents for documenting any concern, complaint, or complement.

Bainbridge Township residents are highly encouraged to contact the U.S. Postal Service for any complaints (or compliments) related to their personal experiences with postal service, especially related to the Chagrin Falls branch. Information related to any concern or compliment should be highly detailed (who, what, where and when) and submitted by one or both methods provided below. It is advised that the resident keep a journal of any contact they have with the postal service for future documentation. It is our understanding that every contact requires a response from the Postal Service within three (3) business days.

The best avenue for lodging complaints (or compliments) is by calling 1-800-ASK-USPS (1-800-275-8777) or using the Contact Us link on <http://USPS.com> or by using this link:

<https://emailus.usps.com/emailUs/iq/usps/request.do?forward=emailUs>

U.S. Postal Service Customer Care Center

- **Email:** [USPS® Customer Service](#)
- **Call:** 1-800-ASK-USPS® (1-800-275-8777)
- **TDD/TTY Relay:** Call 1-800-877-8339. Ask for 1-800-275-8777

Hours of Operation

Monday - Friday 8 AM - 8:30 PM ET

Saturday 8 AM - 6 PM ET