

## CTT recognized as "Recommended Brand" on the Complaints Portal for the fourth consecutive year

05-08-2025

CTT - Correios de Portugal was distinguished, for the fourth consecutive year, as a Recommended Brand on the Complaint Portal.

The distinction is awarded by Consumers Trust and reflects the excellent positive reputation indicators obtained on the platform, based on the support provided to complaints submitted on the Complaint Portal.

With a Satisfaction Index scored by consumers at 81.6 (out of 100), it is also important to highlight its high Solution Rate of 94.4% and Response Rate of 100%, indicators that reflect an excellent level of resolution by CTT, with a strong focus on the customer and the quality of the service provided.

This year, for the first time, the Espresso category was also the target of the distinction.

For João Bento, CEO of CTT, "the Complaint Portal is an extraordinary tool for feedback, as it allows us to understand what people think of us, so we can correct it and improve. One of our main focuses is customer satisfaction – customers are our reason for being, and if they're not satisfied, we're not

satisfied either. It's great to get feedback from those who choose us through the Complaint Portal."

At the ceremony, Sónia Lage Lourenço, CEO of Portal da Queixa, remarked: "It's a great pleasure for us to present this award to a dedicated, extremely professional team that prioritizes the customer above all else. The Recommended Brand was created with a very clear objective: to bring brands and consumers closer together, transforming this relationship into a close, transparent, and impartial one. For CTT, the renewal of this distinction represents the culmination of hard work focused on customer satisfaction. It's the result of a continuous effort to put the customer at the center of operations, creating an experience that exceeds expectations and inspires trust. Many congratulations to the entire team."

Present on the Complaints Portal since 2012, CTT chooses the platform as a communication channel to maintain a close relationship with its customers.

The “Recommended Brand” Award is a trophy given to brands that recorded the best performance in the Satisfaction Index,

relative to the previous year.

Source: [CTT Portugal Post](#)