

### **Additional comments:**

I find it curious that section 5.4 notes 'No delivery staff reported any extra time being taken to conduct delivery tasks as a result of the trial.' To effect the service the postal worker must first ascertain that a neighbour is willing to take the item then RETURN to the original delivery address to drop off the card notifying where the item has been left. This must take some time. I can only conclude that there was massive under-reporting of this and that should raise huge concerns from a health and safety point of view about what other issues are going unmentioned as it is widely accepted that good H&S relies on upward channels being open and used.

### **Question 1: Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :**

No, As a sender I currently have a choice of carrier which includes both ones that will and will not leave with a neighbour. Giving this option to Royal mail will reduce my choice as a paying customer as I can no longer choose a supplier who only delivers to the address on the packet or returns to sender. This would be counter to the general duty referenced in Section 3.18 of your consultation viz 'the desirability of promoting competition in relevant markets' as you are narrowing choice and hence competition.

### **Question 2: Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:**

Yes, I would anticipate a significant rise in disputes between seller and buyer in online auction and other e-commerce sites. This is significant as the amount of time and effort required to resolve any such dispute is often disproportionate to the value of the item so it is often more cost effective to issue a refund than to pursue a case to establish exactly what happened to an alleged non-delivery.

### **Question 3: Do you have any comments on the scope and wording of the proposed Notification and approval:**

Yes, nothing in the wording imposes a duty on Royal Mail to allow opt-out.