

Additional comments:

Displaying an obvious sticker opting out of the proposed service may result in additional abuse and distress for those living with 'nuisance' neighbours. An opt-in service would be preferable.

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. :

I do not agree that this should be an opt-out service. I would much prefer to see it being opt-in. In light of the acknowledged number of complaints regarding delivery agents not leaving a card when an item has been returned to the delivery office, what guarantee is there that a card will be left when an item has been left with a neighbour? In any case, I strongly disagree that Royal Mail should be able to abdicate responsibility for delivery of items of post to a member of the public. In the absence of any realistic alternatives, I expect to get the service I have paid for ie guaranteed delivery of the item in question.

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.:

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