

### **Additional comments:**

I cannot see that the proposal by Royal Mail is legal. Customers already pay high postal charges and this is for a service of delivery to a particular addressee, not a neighbour. Many people do not have access to the internet to complete an on-line response and many people find the prospect of selecting items from a telephone menu to be daunting and intimidating. These people will not bother and, therefore, because they are not able to "opt out", they will be forced to accept a change in service that they do not wish to have.

### **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. The proposal by Royal Mail is completely unacceptable. They state their reasons for this decision is for the benefit of the public "to save you (the public) the trouble of arranging a re-delivery, or collecting the item yourself". Sound good, doesn't it? In truth, the decision is being made for the benefit of Royal Mail, to save them time and money in staffing the local delivery offices and postman needing to return the undelivered items to that office. The public is relying on Ofcom to protect our rights - no-one else will.

### **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.:**

In this post code area there is already an investigation under way by Royal Mail into serious regular mis-deliveries and missing items that never reach their destination (prompted by our local MP in response to public complaints). This new proposal by Royal Mail will only increase problems for members of the public. Who will be accountable when an item doesn't get delivered and the Royal Mail record/card states that it was delivered to a neighbour, but that neighbour denies ever having received it? This will create tension with neighbours and will, in some instances, lead to accusations of neighbours committing theft. By placing one of the "opt out" stickers on our front doors Royal Mail is forcing its customers to being exposed to the risk of derogatory comments from neighbours, eg "That person is not very friendly, they do not want to take my parcels/mail in for me", In fact, the true reason for me not wanting to take part in this exercise is because I would not want to place myself in a position of being responsible for someone else's property. I am sure that many others feel the same way. This proposal has many dangers afoot. Please protect us Ofcom.

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

Sorry, I do not understand this question.