

22 December 2011

Mr K Loader
Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 8HA

Dear Mr Loader,

Draft Enforcement Guidelines

Consumer Focus is grateful for the opportunity to comment on the draft enforcement guidelines that have taken account of the significant changes since 2006 when the last guidelines were published.

Consumer Focus is satisfied with the content and is particularly pleased that the draft guidelines now apply to those submitting complaints in relation to regulatory rules, and or competition law with regard to the postal service.

Yours sincerely



Robert Hammond
Director of Postal Policy and Regulation