

Additional comments:

The PO has for a number of years been subjected to anti-competitive constraints on pricing. They have been expected to maintain letter delivery prices while conceding to competition for parcel deliveries and reductions in local post offices. If deliveries were attempted properly and there were local alternatives to central depots what, I wonder would be the response from customers? I suspect it would be leaning towards delight rather than languishing in the areas of mediocrity. Perhaps you could find out with another survey?

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 cause of dissatisfaction identified in the documents is that there was no attempt to deliver items and that they were simply left at depots and cards delivered. These measures do not address that problem but attempt to find a way round the problem that won't upset employees or weak management. If the results of this survey are to be believed then we must assume that all deliveries left the depots and correct delivery was attempted. If this is the case then it is clear that the existing system can be made to work. Once working properly then the number of complaints and amount of dissatisfaction can again be measured. As to the idea of using stickers for both notification and opt out, I would take exception to anyone posting stickers on my door and I would certainly not affix any myself.

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.:

I may have missed something but I see no mention of distance selling regulations. If an item is delivered to a neighbour and POD obtained, will this start the 7 day clock ticking? If so, then will there be problems if goods do not meet expectations? Will people living in listed buildings need planning permission to display stickers?

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