

Sir

Since your letter today in a newspaper concerned the public view of the postal system, I wish to express my views as a member of the public.

The public requires a postal system that works and is reliable whether one tier or two, namely:-

- Post that arrives on time, for example I posted, first class, a card on a Saturday morning at a main post office with a lunch time collection to arrive for a celebration on Tuesday. It arrived on the Thursday afternoon. I need to know that if I post something it will arrive within a definite time scale e.g. 2 days. I know we will never have the excellent service of the past where you could almost guarantee delivery by 8.a.m. next day but it could be a lot better especially with vans and trolleys so much in evidence.
- Correct delivery. My post has frequently been misdelivered for which I did complain to Glasgow, see attachment. On one occasion a considerable cheque for me was delivered to an empty house and came to light when the new buyer arrived to do some work 2 weeks later. I was very dissatisfied with the reply to my complaint. It basically quoted figures for correct delivery, as if to prove my complaint was rare, said no help was available since the items were not in the tracking system (difficult for me to organise when I was the recipient) and required dates and times in order to identify the delivery worker (again difficult when the complaint was about non delivery or delivery to the wrong address) In fact the whole letter was patronising and ended with the comment ' I trust that this is the end of the matter'. Suffice to say that that day I reposted 3 incorrectly delivered letters at my mothers house!
- Trust and honesty – see attachment concerning bank mail.I have been asked to collect items like from source and not to rely on the postal system which in itself is indicative of general lack of confidence. In the past there were occurrences of birthday cards not being delivered, thankfully not so prevalent since most people no longer include cheques and vouchers in what is obviously a card.
- Larger envelope delivery, still a mystery to most resulting in a trip to a collection point usually inconveniently situated away from parking facilities to pay for an item that had incorrect postage due to it being slightly larger than normal and the delivery worker putting a note through the door without waiting to see if anyone was at home (Though hopefully this has now been addressed by allowing neighbours to help.)Could extra charges not be levied at the door or the item taken to a local post office?)

In short, this member of the public needs to know that mail will definitely arrive at the correct place within a certain period of time, regardless of the class of delivery.

Yours sincerely

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