

Please note this email from Royal Mail.

What more evidence can you need that Royal Mail is arrogant, insolent, a failed business that has no idea how to treat its clients and to provide meaningful customer service - and one that abuses its monopoly position. And I thought an Englishman's home was his castle! I am urgently contacting the Land Registry to see if my freehold tenure has been stolen!

Clearly, if the DTNS goes ahead my proposed letter (submission part 9) will NOT be accepted and I will be told that if I do wish to opt out then I am REQUIRED to display a Royal Mail sticker on my front door. I have no doubt that I will be REQUIRED to use ONLY their sticker and REQUIRED to accept MY responsibilities as set out in THEIR terms and conditions.

See link <http://www.royalmail.com/delivery-to-neighbour>

Now it seems to me that they are being bloody minded because they did accept my alterations to their P58 form that they insisted that I complete despite it not being appropriate to the situation – that is, yet another Royal Mail failure where a Recorded Signed For letter was not recorded and signed for but which subsequently turned out to have been delivered and not lost.

I will be considering my position and will respond to them accordingly. I may look into the legality of an opt out sign in the form of the reverse Churchillian hand gesture!

I am surprised at their response. Staggered in fact. I wouldn't have put it into writing. At least not without a reasoned explanation of the rationale.

And for the avoidance of doubt – NO, I do not think that you should approve their scheme.

I am contacting you with regards to your Door to Door Opt Out Form,

I have been in contact with the Door to Door team who have received your opt out form. However, due to the amendments that you have made on the form they are not able to register you as having opted out of this service. This will explain why you have received Door to Door mail today.

If you do wish to opt out then you are required to complete the form with no amendments and send this to the Door to Door Opt Outs team in Oxford. They will then be happy to register your address as opted out and will contact the Management Team at xxxxxxxx Delivery Office on your behalf.

I am sorry that my response could not be more favourable. If you are unhappy with the action I have taken and my response you can have your complaint reviewed by the Postal Review Panel. They are a team who sit outside of the Royal Mail complaint process and will re-examine your case. They can be contacted by writing to FREEPOST Postal Review Panel or by email at postalreview@royalmail.com.

Regards,

Michael O'Donnell
Chairman & Chief Executive Office

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