

Additional comments:

SPAM PREVENTION UNREADABLE - TEENAGERS ALSO TRYING - SIXTH ATTEMPT, LEAVING THE IMPRESSION YOU WOULD RATHER WE GAVE UP!!!

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 - not in its present form.

The GfK NOP poll conducted in 2011 indicated considerable customer concern. The latest survey, despite what we have been told, also indicates that many were unaware of the trial, post office staff did not sufficiently promote it

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There is a feeling of being 'railroaded' into this with insufficient research data in order to improve an inefficient and expensive service.

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.:

Damaged goods. Already difficult to get Royal Mail to accept responsibility. Suspicion may now turn to the neighbours handling of parcels.

There seems to be no facility to choose a suitable neighbour even for one off situations. This will lead to more opt outs and customer inconvenience.

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

The survey results are misleading - only picking out the most convenient statistic of 92%.

The print at the foot of the leaflet with directions to the full survey results is cynically tiny and many will have missed it! This is disingenuous for such an important issue.

The Royal Mail will lose business with its pricing policies, reduced service, and manoeuvrings to protect pebsions.This effort to get the public to do its work will only speed its inevitable demise.