

Additional comments:

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. :

I absolutely do NOT agree with this for recorded signed for items.

Recorded delivery already does not work well - Royal Mail often do not bother to get a signature when I use the service. There is no comeback if the item is not delivered or no signature is obtained.

I usually use recorded delivery to be able to prove to the addressee that they have received the item. If this proposal is implemented, there is more chance the addressee will deny receiving the package.

Conversely, when a firm sends me a package, they use recorded delivery to prove I have received it, and on a particular date. If left with a neighbour, the sender may believe I received the package on an earlier date than I did. This could cause problems with the Distance Selling Regulations where the consumer has a limited time to return the goods after receipt.

Finally, if this is implemented, the default should be opt-out i.e. do not leave with neighbour if no sticker.

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 do not believe the assessment considers the impact on the recorded, signed for service. See the response to question 1 above. This service already does not work well. The proposed change will make the service even worse.

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

No