

26th October 2012.

Caludio Pollack Esq,
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Dear Mr Pollack,

I read your letter in The Daily Mail with interest. You seem to have been keeping your research on postal deliveries quiet, as I had not heard of it before.

So you think that 'most consumers prefer a single-tier service.' That depends of course on whom you ask. My research says otherwise.

What most people want is an efficient service which today's postal system certainly is not. Take my mail for example, which arrives at some undetermined time in the afternoon.

Letters go astray. I know that for a fact, as a letter addressed to me, was brought to me by a neighbour, who had discovered the letter on his front path! I hear that you are leaving items with neighbours, but I did not think that included leaving letters on pathways.

Like many other postal users I do not have the Internet, and so I am dependent on the post for many things. I am already a second-class citizen in many ways, and now it seems a second-class postal citizen as well.

It seems to me that the higher the cost of the mail goes, the worse the service becomes. We have just had a hike in prices and now once again the service gets worse. Has anyone considered the effect the cost of Christmas Cards will be to a pensioner like myself? Of course not. By the way I am not on benefits, and so will not be able to purchase low cost stamps. Why should only those on benefits get this perk?

The staff of Royal Mail seem to be totally downhearted. Not surprisingly with all the changes that have taken place, only for the service to get worse. Around here we seldom see the same postman/woman twice running, and so that vital link between user and staff disappears. I used to know the staff and have a chat with them. No more.

Yesterday two postmen were running around here in a large van delivering parcels. One delivered, whilst the other sat in the van. Cost effective would you say? My post came at three-thirty in the afternoon.

Like most Regulators, Ofcom is a waste of money. It has done little for the customer, large or small, and you have allowed the management of Royal Mail to get away with murder, because of course, like all the other Regulators the Government has not given you any teeth, and in reality there is little you can do except advise. Having conducted your review can you do anything? No.

I see the Royal Mail becoming bankrupt, and being sold off cheap to some foreign group, and only then will people wake up, and realise just how much we have lost, as another great British Institution goes the way of all the rest.

It will be interesting to see if Royal Mail actually deliver this letter to you, and even more interesting to know when it arrived on a second class stamp. I am not holding my breath.

Yours sincerely,