



Richard Orpin
Floor 4, Competition Group
Riverside House
2A Southwark Bridge Road
London SE1 9HA

3 April 2017

Dear Richard,

The Consumer Advocacy Bodies response to Ofcom's Review of the Regulation of Royal Mail

The Consumer Advocacy Bodies - Citizens Advice, Citizens Advice Scotland and the Consumer Council for Northern Ireland - represent UK postal consumers.

We are pleased that Ofcom, after reviewing the responses to its consultation on the Review of the Regulation of Royal Mail issued on 25 May 2016, has decided to retain the existing condition and the requirement for all relevant postal operators to follow the Postal Common Operational Procedures (PCOP) Code of Practice and to sign up to the PCOP Agreement (in the absence of having entered into appropriate alternative arrangements for the repatriation of mail).

In our responses to the consultation we expressed concerns about the proposals in relation to the need to be able to clearly identify the intended operator on the mail items. Any removal of the requirement for the intended postal operator to be identified on mail items could impact on the ability for complaints to be dealt with correctly and efficiently. We therefore welcome Ofcom's revised decision.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Anne Pardoe'.

Anne Pardoe
Principal Policy Manager
Postal Services and
Telecoms
Citizens Advice

A handwritten signature in black ink, appearing to read 'David Moyes'.

David Moyes
Policy Officer
Postal Services
Citizens Advice Scotland

A handwritten signature in black ink, appearing to read 'Kellin McCloskey'.

Kellin McCloskey
Head of Policy
Postal Services
Consumer Council (NI)