

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

3 April 2017

Dear Richard,

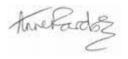
## The Consumer Advocacy Bodies response to Ofcom's Review of the Regulation of Royal Mail

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,



Anne Pardoe Principal Policy Manager Postal Services and Telecoms Citizens Advice

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David Moyes Policy Officer Postal Services Citizens Advice Scotland

Kue Closkly

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