

It has, blissfully, come to my attention that you are looking into the problems experienced with parcels and delivery companies.

As a lone 74 year old Parkinsons and neuropathy sufferer I would like to draw your attention to the lack of support and consideration given to the disabled.

Recently I have experienced great communication problems with Hermes. They offer a home collection service but often do not turn up on the day specified. It is also virtually impossible to contact anyone. I totally rely on online deliveries and collection/returns as I have severe walking difficulties and have frequently been told: Do not rely on home collections but visit a parcelshop instead. If I was in a position to do so that would be an obvious easy solution.

I am in a dispute at the moment with a company who sent me a wrong item ordered from Amazon through a private seller. I have waited two days so far for a Hermes collection, to no avail. On a previous occasion I complained to Hermes Head Office (I eventually found a number through trial and error following several bouncebacks) as I had waited over a week for a Hermes collection and return. Eventually, after several re-bookings, the parcel was collected around 2 weeks later.

I had three different people contact me from Hermes via email after I started a complaint through Holly and none of them seemed to be properly aware of the issue. One thought I was complaining about a delivery, not a collection. It is frustrating when you cannot even lift up the phone to speak to anyone to explain your case. How can anyone be available to answer the door from 8am to 8pm all day and every day for collections when they don't even give a time estimate and can't even guarantee to turn up on the day specified? People have lives to live and it is unrealistic.

I do think that something urgently needs to be done to improve communication issues with delivery companies and to allow time for people to answer the door. I have recently asked a friend to screw a note by my front door to ask for extra time to answer. It causes me stress every time the doorbell rings and no matter how hard I try I never get there before the delivery driver walks away. I realise they are probably overstretched but even if it means putting up prices slightly, the system definitely needs overhauling.

Regards

Frances Cooper