

RECEIVED 28 FEB 2022

Qjeon



Consultation title: Review of Postal Regulation

None of this is confidential but I do have an outstanding case in the Small Claims Court against Hermes which may limit your ability to publish details. Only C2X is relevant though I support your overall approach. I have restricted my answers to the relevant questions.

Question 6.1: Do you agree with our assessment of the parcels market, namely that it is generally working well for consumers, but improvements are needed in relation to complaints handling and meeting disabled consumers' needs?

Yes with two exceptions: **Hermes** and **Yodel** are not working well.

Question 6.2: Do you agree with our assessment of the consumer issues in relation to complaints handling and our proposed guidance?

Yes but you need to go further and include the threat of financial penalties for non-compliance.

My experience:

I have sent hundreds of parcels over the last five years which have contained samples of my self-published books. I started using Hermes when I found their price, ease of booking and drop-off to be very good for my large format books (A5). Recently, after a large parcel (10kg) was badly damaged in transit, I discovered that the other two, which had been collected at the same time, had been lost. I then looked back at the log of outstanding deliveries and found that they had failed to deliver 16 of my parcels in 2020 and one in 2021. I then spent over four hours trying to make a complaint and was sent round in circles on the Hermes website. It appears to be designed to do this and hence frustrate you. Having found a link on-line, I made complaints about the two missing parcels. After some time, I was confronted by a robot which demanded photographs of the missing parcels(!) and refused to progress further. When I used the email route, I got scant dismissals some 24 hours later.



Signed

A handwritten signature in black ink, appearing to read 'Peter W Styles'.

Peter W Styles

PS – would have used your on-line form but the link wasn't working!