

## Question

Do you agree that there should be an exception to the universal service (i.e. no deliveries or collections) on 1 January 2022? Please explain your answer.

## Response

I agree with Royal Mail's request. Posties work hard through the year and especially so in the past two years, so paid time off on Saturday 1st and Monday 3rd January is only fair.

Also, the quality of Royal Mail's delivery service is far better than the unregulated competitors that refuse to be part of a postal ombudsman scheme and which often lose parcels, hurl fragile ones over the fence, or take them to pick-up depots with insolent staff. In contrast PO staff are professional, polite and helpful.

Having said that, Royal Mail deliveries have lately been somewhat erratic, with the distinction between 1st and 2nd class blurred, so I'd probably not notice if no postal service is provided on both the 1st and 3rd January 2022.