

Question 1:Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :

No

I am concerned that aspects of responsibility for looking after the letter, package or parcel (communication) delivered to a neighbour under this scheme are not (yet) clearly addressed.

I am also concerned about breach of privacy..

Question 2:Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:

The responsibility in taking care of a communication accepted on behalf of a neighbour is not clearly spelt out (I do not regard references to Acts of Parliament as sufficient as most people will have no training in interpreting these Acts).

What responsibilities (in law and morally) does someone accepting a communication on behalf of a neighbour have in relation to the communication? If the communication is damaged whilst in the 'care' of the neighbour where does the responsibility lie in ameliorating the damage? Claims against household (or other) insurance may lead to higher premiums or loss of claim-free bonuses. Damage may be caused by, for instance, children, pets, ingress of water.

I believe that Royal Mail should take full responsibility for the communication until it is delivered to its intended address.

Many communications have a return address or an organisation logo on the outside of the communication. Allowing a neighbour to see this may expose the intended recipient to breach of privacy. For instance a communication from the NHS may confirm (or help to confirm) a suspicion of the state of health of the addressee.

It should be possible for senders to mark their communications to show that it should be delivered only to the address on the communication.. This should be available whether or not the communication is to be signed for.

This may be a matter for Royal Mail and Ofcom to consult with the Office of the Information Commissioner about.

Question 3:Do you have any comments on the scope and wording of the proposed Notification and approval:

The wording should be adjusted to clearly address the concerns raised above.