

How fortuitous (or maybe otherwise for RM) that I had an OFCOM form to return.

Having completed & sealed the envelope I had course to go out c14.25 at which point we'd not had any mail delivery & assumed we were due none today. However on my return 40mins later this (see photo) is how I found our mail delivered. You'll note we have 2 receptacles both medium sized & large to take 90% of mail we receive. We also a large green bin in the front-yard with a note on the mailboxes which requests they use for outside items.

This is most certainly not the first occasion we've had this problem in fact 4yrs ago I returned late afternoon to find a pile of post dumped on the door-mat. I returned this to our local sorting-office saying I was refusing to accept it & for it be redelivered in a fit & proper manner & for whoever delivered it to then explain to me the difficulty the original postman must have had. I returned home & waited, but someone from RM Bedford re-delivered it unannounced correctly but then simply slunk away to hide under a stone (or mail-sack I guess).

On other occasions we've been at home & later found cards in the mail-box to say they couldn't deliver a large or registered item, either a case of not being prepared to carry it around the walk or not prepared to ring the bell & wait for a reply. Parcelforce & other couriers never seem to have any problems getting a response unless we actually are out.

We are no longer prepared to tolerate this standard of delivery & through OFCOM are now making a formal & official complaint which we expect to be followed up. We fully expect to be interviewed & statements taken. My partner Kay Ashton operates her accountancy business from the premises & regularly receives confidential mail for & from clients.

We are contacting you direct on this matter as RM's complaints procedure which we've attempted to use in the past is like the RM simply not fit for purpose.

Could you please forward this to the appropriate department for their attention. You'll note on my survey response that we live in an area of student lets etc over which I expressed concern. Maybe our mail would actually be safer in their hands than those of Royal Mail's staff