

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, not in its current form.

If the default is changed from opt-in to opt-out, it would be acceptable, as that would require positive confirmation that the person has requested this, rather than royal mail assuming consent.

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.:

While the "opt-out" option is now available, it is not the default, which it should be.

Any mail system should be "fail safe", so if an error is made, it defaults to the safest option. Thus royal mail should only deliver to a neighbour if they see positive confirmation that the person has requested this, rather than assuming consent.

That way, if the person delivering the mail misses the sticker (or indeed a malicious neighbour has removed it) the default action is a "sorry you were out.", rather than a "sorry we gave your personal mail to a stranger by accident"

Other consequences are:

What happens if royal mail deliver to a neighbour by accident (like above)?

Who is responsible for the collection of the mis-delivered mail, royal mail, or the person receiving the mail? Given that not all neighbours get on, any errors by royal mail due to assuming consent may increase tension between problem neighbours.

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