

Re: Royal Mail delivery in my name

I write to Register my complaint about Royal Mail "delivery to neighbour opt out".

Royal Mail never contacted me to ask me if I wanted my items left with neighbours, rather than returned to my local delivery office.

Under the Data Protection Act, I do not want any Royal Mail letters or parcels etc, to be left with strangers as I do not know their background and if the neighbours have a criminal record.

Also for security reasons and to avoid fraud and theft I prefer to receive my mail and my parcels at my address only. This is the entire responsibility of Royal Mail to use a postman/postwoman (their employees) to do their work and to deliver only to the person named on the letter or the parcel. Customers MUST NOT be used by Royal Mail to do the work of their employees. It is NOT acceptable as any mail or parcel is private and confidential.

The other issue is for example if a neighbour signs for a letter or parcel on behalf of myself if I am out, and then there is something missing in the letter when I open it or when I open the parcel, the item is broken or damaged by an employee of Royal Mail, or the postman who delivers it, it will be difficult for me to prove who will be held responsible, as a neighbour signed the form for the item without writing for example "signed Under Reserve" or "goods not examined yet" etc...

I have written to the Royal Mail, delivery office Manager in
Carlisle...

Plymouth Devon, as I do not want any stranger to handle my personal mail and parcels.

I have also contacted the office of Fair Trading about it.

I look forward to receiving your reply,