

Additional comments:

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.

Because their solution for those that wish to opt out is unfair in that it forces the consumer to make public what should be a private preference by forcing them to display a sticker where their neighbours can see it. This can have an impact upon local relationships. If Royal Mail wish to provide an opt out capability then "they" should maintain a list of participants and ensure that mail is handled accordingly. Such a process may require support and administration which may involve an increased cost but failing to do this is tantamount to Royal Mail inconveniencing the consumer in a very uncomfortable way just to make it more convenient for themselves. This is not acceptable. Personally, as someone who works during the day and therefore not available to accept delivery, I would prefer to opt-in to a solution in which all parcels are kept at the delivery office (without them making an attempt to deliver) and Royal Mail simply provide notification of such whereupon I can either collect at my own convenience or arrange a suitable time for delivery. Unfortunately, Royal Mail are not allowed to offer this due to their rules which state that they must attempt a delivery. If they can change the rules on who they deliver to then surely they can accommodate such extra options.

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.:

As mentioned above, the suggested opt-out feature would make public what should be a private preference and is likely to impact on neighbourly relations.

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

There should be no approval until Royal Mail provide details of an opt-out facility that is universally acceptable.