

Additional comments:

The Royal Mail request for approval document dated 22 May 2012 says that deliver to neighbour would apply to:

First Class without and with Recorded Signed ForTM

Second Class without and with Recorded Signed ForTM

This is repeated in the Ofcom documents.

This is an unusual way of putting this as normally one would put 'with and without'. That certainly flows more easily and would leave no doubt in the mind of the reader. The word 'with' is the one that needs to be emphasised and 'without' is self-evident.

This is a well-known ploy, especially in the advertising industry, for giving subtle prominence to the preferred option and thereby influencing the result.

The trial report and the request for approval documents also contain what I perceive to be highly questionable statements and the use of self-serving statistical analysis.

When taken with the omissions in the Royal Mail 'Out and about?' leaflet and the Royal Mail website this does have the appearance that it is all calculated to mislead.

There is a wealth of evidence that stakeholders are not yet aware that their confidential and sensitive Recorded Signed For items are included in the scheme but apparently nothing is being done about it.

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. As above.

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.:

Yes. As above

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

Yes You should change the wording about Recorded Signed For so that it is more transparent than it is at present.