

### **Additional comments:**

DON'T GO ON A LONG HOLIDAY SAYS ROYAL MAIL!

The P739 'Something for you' card says

Please note: we will keep items for a period of 18 calendar days before returning them to the sender

What if you have gone on a three week holiday?

Funny how it is always 'working days' when it is their responsibility but 'calendar' days when it is ours!

Problem solved if they leave it with your neighbour? I think not!

**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.

Royal Mail are subtly trying to force people to accept this harebrained scheme by making it increasingly difficult for them to collect their mail from the delivery office.

**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.

Ofcom should recognise that when a business is losing customers because of poor service that business should 'up its game' and not come up with stupid schemes that further alienate customers, drive them away and lead to more lost business.

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

Yes

As above.