

From the Chief Executive

26 January 2010

Lynne Featherstone MP
House of Commons
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Dear Lynne

Pat McFadden MP, Minister of State, Department for Business, Innovation and Skills, has asked me to respond to you directly following your Parliamentary Question:

"To ask the Minister of State, Department for Business, Innovation and Skills, how many postal workers were disciplined for failing to attempt to deliver parcels and delivering 'sorry you were out' slips instead in each of the last three years; what discussions he has had with representatives of Royal Mail on the matter; and if he will make a statement"

Firstly, can I reassure you that the service we provide to our customers is our top priority. Royal Mail delivery office staff are fully trained for their duties and the processes in our delivery offices are designed to ensure that all mail available for delivery is taken out on a daily basis. We are committed to ensuring that every attempt is made to deliver all parcels and packets, as well as letters to our customers' addresses – that's absolutely our policy and we constantly reinforce that to our people.

Whilst the majority of items are delivered first time there will always be occasions when customers are not at home to receive an item that is too big to go through the letterbox or requires a signature and we have put in place a number of alternative arrangements for customers to receive their items quickly and efficiently. Customers can collect mail from their local delivery office, or, if this is not convenient they can arrange for free redeliveries of items to their home address or a neighbour or alternatively items can also be left at a local Post Office for a nominal fee. The security of people's mail is also one of our key priorities and we believe the arrangements mentioned above take both this and the convenience to our customers into account.

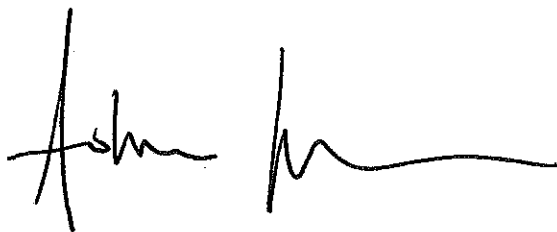


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Our customers are, as I said, our top priority and we of course do all we can to ensure they all receive an excellent and reliable service. Recent Consumer Focus research showed three quarters of postal users rated Royal Mail's service as 'good' and just 6% said it was 'poor' but, of course, if there are any incidents of the 'while you were out' cards not being properly used we want customers to tell us so that we can deal with it immediately. Staff discipline cases are taken very seriously. Unfortunately, we are unable to provide the information you've requested, as we do not hold it at a level that summarises it in this way. To identify the individual cases would involve going through a considerable amount of archived paperwork.

I hope you find this useful and please do not hesitate to contact me if you require further information.

Kind regards

A handwritten signature in black ink, appearing to read 'Adam Crozier', with a long horizontal flourish extending to the right.

ADAM CROZIER

Cc: Pat McFadden MP