

Date: 23rd June 2020
Your reference:
Our reference: 1-6518314929
Track reference:



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Mr Daniel McMorrow
110 Sylvan Avenue
LONDON
N22 5HY



Customer Service Centre
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PLYMOUTH
PL9 7YB
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Phone: 03457 740 740
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Dear Mr McMorrow

Thank you for contacting us.

I'm sorry you were unhappy with the way your mail was delivered and can fully understand your concern.

We've provided guidance to our people to help prevent the spread of any infection in line with preventative guidance from Public Health Authorities. We've also made a series of temporary adjustments to our parcel handling procedures including:

- Not handing over our hand-held devices to customers to capture signatures, instead we'll be logging the name of the person accepting the item.
- When delivering parcels, we'll step aside to a safe distance while you retrieve your item. This will ensure your item is delivered securely rather than being left outside.
- Revising our ways of working to ensure, wherever possible, colleagues stay two metres apart.
- Only one person in our delivery vehicles at any one time.
- Leaving a 'Something for You' card, advising of other ways to get your item.
- Delivering unaddressed door to door advertising mailings to customers, who have not opted out of receiving them, and are receiving addressed letters or parcels at the same time. For more information on unaddressed mail and how to stop receiving it, visit www.royalmail.com/optout.

This outcome has been reached in line with Royal Mail's Terms and Conditions of posting. Full details of these can be found by visiting www.royalmail.com/termsandconditions. If you feel we have acted outside of these terms and conditions, you can write to us at Escalated Customer Resolution Team, Royal Mail, PO Box 466, Plymouth, PL9 7HJ

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