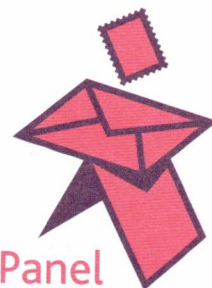


Date: 23 July 2020
Your reference:
Our reference: 1-6579594566
Track reference:



Postal Review Panel

FREEPOST Postal Review Panel
postalreview@royalmail.com

Mr Daniel McMorrow
110a Sylvan Avenue
LONDON
N22 5HY

Dear Mr McMorrow

Thank you for your e-mail to the Postal Review Panel, received on 13 July 2020, regarding your complaint with Royal Mail. Please accept my apologies for any problems this matter has caused. I have thoroughly reviewed your complaint and I am now able to respond.

I do appreciate your frustration and I can confirm that Royal Mail should put in place a reasonable adjustment, as defined under the Equality Act, in order to facilitate delivery of your mail. However, I am sure you understand that these are unprecedented times and I do apologise that the current problems caused by the Coronavirus pandemic have exasperated this issue for you.

Upon receipt of your complaint, I raised this matter directly with the manager, Abderrazaq Chamnaoui, at your local Delivery Office to investigate. Abderrazaq has confirmed to me that a process has been put in place in order to resolve this issue and that items can now be delivered to you.

With regards to receiving secure e-mail, I am unsure as to why this happens occasionally, although I believe it is something to do with the receiving server or e-mail provider.

I have also considered the handling of your complaint and I can see that e-mails went without reply. I have therefore arranged for a cheque to the value of £50.00 to be sent out to you. This will follow in the post.

Please let me apologise once again. I would like to give you my assurance that Royal Mail are not complacent about the quality of their service and are constantly striving to ensure that you receive the level of service you have every right to expect.

Yours sincerely

Robert Knowles
Postal Review Panel