

Date: 21 October 2011
Your reference:
Our reference: 1-1976302995/bus950
Track reference:



Mr Roger Stone
Mayfield Business Forum
Warren Bakery
Fletching Street
MAYFIELD
TN20 6TW

Customer Service Centre
PO Box 740
PLYMOUTH
PL9 7YB
Website: www.royalmail.com
Phone: 08457 950 950
Textphone (for people who are deaf or
hard of hearing): 08456 000 606

Dear Mr Stone

Thank you for contacting Royal Mail.

I am sorry that you are unhappy with the time we are delivering your mail.

I apologise if the time you receive your mail is causing you concern and I'm sorry that we cannot guarantee to deliver your mail at the same time each day. Our commitment is to ensure that all customers receive at least one delivery a day, six days a week: as you know, the time at which we deliver can and does vary.

There are a number of factors that influence the time we get mail out for delivery. These include the transportation of mail through our massive postal pipeline and subsequent volumes of mail available for delivery.

We are constantly looking at ways to continue providing our customers with consistent levels of service and this includes ensuring we plan our delivery rounds as efficiently as possible. This sometimes means changing the order or increasing the number of properties we deliver to within each route. Whilst we do all we can to minimise the impact this has on our customers, it can sometimes alter the time mail is delivered. I'm sorry if this causes you any inconvenience.

You may wish to consider using our Timed Delivery service to ensure that you receive your available mail at the same time each day. Please visit our website at www.royalmail.com/timeddelivery to find out if this service meets your needs. Alternatively, you can call our Sales team on 08457 950 950 for more information.

We also offer a free service called Mail Collect. Signing up for this service enables customers to collect post from their local delivery office between 8.30am and closing time. To qualify, you simply need to collect your mail at least once a week for a minimum period of four weeks. To find out more about this service and our Early Collect™ service for businesses, please visit our website at www.royalmail.com/mailcollect.

Whilst I'm sorry if this causes you any inconvenience, I would also like to let you know that, within the specified terms of our operating licence, we provide customers with at least one delivery each working day. Although the licence does not specify a time for delivery of ordinary post, we generally aim to complete deliveries by mid afternoon. I must stress however that this is not a guaranteed timescale, nor are we obliged to meet such timescales within our licence.

I hope you have found this information useful and that this explanation resolves your enquiry and concludes this matter for you. If you do contact the team please can I ask you to quote your reference number 1-1976302995.

Yours sincerely

Malcolm McBride

Malcolm McBride
Customer Service Advisor