

Mr Adam Crozier
Chief Executive
Royal Mail Holdings PLC
148 Old Street
London, EC1V 9HQ

Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

(By Recorded Delivery)

Your Ref: 1-1404 125 965 (from Mr Tim Evans, Group Centre)

Your Ref: My customer account # [REDACTED]

11 March 2006

Dear Mr Crozier

Continuation of appalling service from the sorting office in Manor Street, London SW3 3UH

I first wrote you on 17 May 2005¹ requesting your assistance in ensuring that the Chelsea sorting office performs the service I requested: holding my mail in a PO Box.

I explained that, because reliability of service is absolutely critical to me, out of despair (given that, much to my regret, there is no alternative to the Royal Mail) I was prepared to pay five times the cost to ensure reliability. To this effect I enclosed a cheque for £540.00. This cheque was returned on the grounds that it was not necessary for me to pay more than the stated price for *"the full, correctly delivered service"*.

To my knowledge, the commitment to perform this service was fulfilled over the following two and half months (letters might have gone astray which I am not aware of). By September 2004, some of my mail started to again be delivered to the block, being left lying around in the entrance.

This led me to, yet again, write a letter to Mr Tim Evans, Royal Mail Headquarters, Group Centre, on 10 September 2005².

During October, November and December 2005 more letters were again delivered to the block. Because I am fed-up of writing endless letters of complaint, I did not report it.

What is prompting to write this letter is that since c. the middle of January, one or more letters are being delivered to the block every few days. Hence, in total c. 25 letters since mid-January, including one nearly every day over the last two weeks or so.

While some of these letters were opened and resealed, I suppose that I should be grateful that they ended-up in my letter box.

However, I have not received some important letters: legal documents, as well as information about the replacement of one of my credit cards.

I am now very angry by the sheer incompetence of your staff at the sorting office. All that is required of them is the ability to read a name. In other words, a very basic skill.

Can you please ensure that the necessary actions are taken.

Thank you.

Yours sincerely

N K-Dit-Rawé

¹ My 17 May 2005 letter to Mr Adam Crozier

² My 10 September 2005 letter to Mr Tim Evans

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Postcode complete in full	E.C.1N 1Q.H.P

Reference

DK 6046 9900 6GB

Stick barcode label to top left of package