

Mr Adam Crozier
Chief Executive
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Ms Noëlle K-Dit-Rawé
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London SW3 1AX

PO Box 33 766
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(By Recorded Delivery)

Your Ref: 1-177 0183 246

Your Ref: My customer account # 2000006809

3 July 2006

Dear Mr Crozier

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

Yet again another letter from me – for exactly the same reason as previously: **some of my mail is being delivered to the block.**

Last week I found three letters (envelops enclosed). Two were important ones: one from my doctor, another was a bank statement.

Have other important letters been delivered? I have no idea – until one day (if I am lucky), I get a reminder, I am told I have missed out on a deadline, I find other parties with knowledge of my private and confidential information.

I am reduced to tears, feeling so totally trapped, at the mercy of an unbelievably incompetent service.

Your Office replied to my 11 March 2006 letter to you in a correspondence dated 4 April 2006. A cheque for £54.00 was enclosed *“As a gesture of goodwill in light of the continued inconvenience you have suffered...”*

While I appreciate the gesture, I have yet to cash the cheque. Why? Because what I want is reliability of service. No amount of money can relieve the constant anguish of wondering whether the mail I get actually represents what I was sent.

I do not want a service that operates on the basis of a lottery.

As I have offered previously, if additional payment is required to ensure 100% probability, I am happy to pay.

Yours sincerely

N K-Dit-Rawé

Royal Mail®
recorded 1st or 2nd class

Signed for

Standard postal service with signature and barcode scanning on delivery. Ideal for items you might need to prove were received, like job applications or legal documents

Use **Special Delivery** for guaranteed next morning delivery with the security of barcode tracking throughout and compensation for loss or damage

Write details of where your item is going

Name	Adam Crozen CEO Royal Mail HQ
Building name or number and street	121 Old St - London
Postcode complete in full	E1C1V191H10

Reference

DK 7872 3339 3GB

Stick barcode label to top left of package