

Mr Adam Crozier
Chief Executive, Royal Mail
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: Customer account # 2000006809

2 November 2006

Dear Mr Crozier

The Royal Mail = Another government department in a shambolic state

This makes it my fourth letter to you over the last 17 months and, as you can tell from the header, I have now reached 'boiling point' in relation to my local sorting office in Chelsea Manor Street, London SW3 3UH.

To remind you, I wrote you / your head office on:

17 May 2005¹ with the header, "*A desperate means for a desperate need*", to report that since setting-up a 'Collect Box – Annual' service in 2003, I had complained on several occasions to the sorting office, as well as to the Customer Complaints helpline about the unreliability of the service as my post was being delivered to the block where I live. I also wrote

"To my immense frustration, I am unfortunately forced to use your service...I am so desperate that I am opting to pay 5 times the amount i.e. £540.00...Will this be enough Mr Crozier to ensure that my mail is kept at the sorting office...?"

In its 6 June 2005 letter², your head office stated that it is not necessary for me to pay more than the stated price for "the *full, correctly delivered service*" and returned my cheque, while assuring me that the sorting office had been contacted.

10 September 2005³ - to report that some of my mail was being delivered to the block. Your office replied stating that it would again follow-up. (And I have no doubt that it did)

11 March 2006⁴ to report, in my letter headed "*Continuation of appalling service from the sorting office in Manor Street, London SW3 3UH*":

"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.

¹ My 17 May 2005 letter to Mr Adam Crozier

² 6 June 2005 letter from Royal Mail

³ My 10 September 2005 letter to Royal Mail head office

⁴ My 11 March 2006 letter to Mr Adam Crozier

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

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"

Your head office replied on 4 April 2006 ⁵, enclosing a cheque for £54.00 (cost of one year subscription for the service) "As a gesture of goodwill in light of the continued inconvenience you have suffered..."

3 July 2006 ⁶ to report in my letter I once again headed "Continuation of appalling service from the sorting office in Manor Street, London SW3 3UH" that - yet again - more letters were being delivered to the block. I also wrote:

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

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"

While I was actually "reduced to tears" at the time, little did I know that a lot worse was yet to come.



9 October 2006

"Special instruction" card left lying around in the entrance to the block

On my return to the flat on 9 October 2006, I could not believe my eyes when I saw what had been delivered: among – of course, yet more letters – was the sorting office's "Special instruction" card i.e. the card that is for the sorting office own internal use – as can be seen from the attached photograph ⁷.

I went to the sorting office the following day to, yet again, report that more mail kept on being delivered to the block on a regular basis. I asked to – yet again – speak to the manager. After spending a while in the back office, the manager re-emerged saying, among others that he could not find the "special instruction" card.

At that point, I pulled the card out of my briefcase telling him that this might be the reason he could not find it. He could not believe his eyes.

'Thank you so much' for making my PO Box address known to everybody in the block by bringing – and leaving – the "Special instruction" card lying around. Now, anybody can just walk into the sorting office and collect whatever of my post I have been 'lucky enough' to have placed under my PO Box area.

⁵ 4 April 2006 letter from Royal Mail

⁶ My 3 July 2006 letter to Mr Adam Crozier

⁷ Photograph of sorting office's "Special instruction" card

Actually, while, in theory, the collection of post under a PO Box requires showing an ID (as detailed in my 17 May 2005 letter to you, I put this to the test and proved that this policy was not being implemented) - currently the **sorting office is actually giving my personal mail to persons unknown** – which is the subject of my next point.



2 November 2006

- **12 items of post were handed to me at the sorting office**
- **Of these, NINE items are NOT for me**

Today, 2 November 2006, I went to the sorting office to collect my post. Of the 12 items that were handed to me, nine are **NOT** for me. Yes, **NINE** – as you can see from the enclosed which are the nine items.

Furthermore, of the three remaining items that were for me, it includes a letter (from the Bar Council) dated 27 June 2005 i.e. sent **17 months ago**. What other post addressed to me is lying around somewhere in that office?

Considering that I had not collected my mail for more than two weeks, I know for a fact that other mail has been sent to me.

- ➔ **Where is my personal mail Mr Crozier?**
- ➔ **Who has it been given to?**
- ➔ **Who is currently reading my personal mail Mr Crozier?**

When I visited the sorting office on 10 October 2006 the manager told me that he was new to this sorting office. He gave me reassurances about the future quality of service, as well as a phone number on which to contact him if I was still experiencing problems. Today I called the number on two occasions. Both times it diverted to an answer phone. Both times I left a message, as well a number on which to phone me back. It is now 19h00 and nobody has phoned me back.

Through the press (e.g. Daily Mail, 12 October 2006), I am aware that the Royal Mail chairman, Mr Leighton, made a statement that *"the people we deliver to are not our customers"*. I commend him for his honesty but, as far as I am concerned, it is a superfluous comment as my comprehensive first-hand experience has led me to this conclusion a long time ago.

The only problem with your Chairman's statement is that, 'officially', the Royal Mail IS positioned as the service with the responsibility to transport my mail and that of other consumers / private individuals.

If the issue with servicing consumers / private individuals' post is lack of funds, my suggestion is to ask the individuals in government to pay back the taxpayers' money they have squandered. For example:

- The £15+ billion spent on failed IT projects, including on the computer system for processing benefits payment. Apparently, it was designed to save around £60 million. However, after incurring £141 million in cost, it has recently been shelved
- The £20 billion spent on the Eurofighter which, according to the Daily Mail of 8 May 2006 *"has been plagued by technical problems for years, resulting in extra costs to taxpayers of at least £20 billion"*
- The several other billion pounds spent on Challenger tanks that cannot function in sandy conditions; the Chinook helicopters that cannot fly in adverse weather conditions - not to mention apparently equipping the British soldiers sent to Iraq with shoes that melted in the heat.

- I also note in today's Daily Mail that the government has spent £67 billion on quangos

Having taken what you require from the 'credit back pot' to ensure a postal service that this country can be proud of – including reopening post offices in villages that are a lifeline to the elderly, the invalids, etc., please communicate the message that the remaining funds are given to schools, universities (instead of having the students pay fees), hospitals, charities dedicated to the care and assistance of individuals suffering from a variety of conditions, the invalids, the blinds, the terminally ill of all ages, etc. (Actually, is this the sign of a civilised society when this type of individuals is dependent on charities for care and assistance?)... and many other deserving parties I believed I was paying taxes for.

And, as there will still be a lot money left: I look forward to a significant cut in taxes across the board.

In the meantime, after more than two years of battling with your department - that has now cost me c. 50 hours of my life - I have had it!

Hence, I am now copying Postwatch on this – and previous correspondence – as well as BBC Watchdog and the Daily Mail.

Yours sincerely

N K-Dit-Rawé

cc. Postwatch, Greater London, 28 Grosvenor Gardens' London SW1W 0TT

BBC Watchdog, 201 Wood Lane, London W12 7TS

The Daily Mail, Editorial – News, Northcliffe House, 2 Derry Street, London W8 5TT



02/11/2006 10:34

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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 CROZIER**
CEO Royal Mail

Building **148 Old St**
London

Postcode complete in full
E.C.1.V.9HQ

Reference

DH 2078 7498 4GB

Stick barcode label to top left of package