

Mrs [REDACTED]
Consumer Services Officer
Postwatch
Greater London
28 Grosvenor Gardens
London SW1W 0TT

Ms Noëlle K-Dit-Rawé



(By Recorded Delivery)

27 November 2006

Dear Mrs [REDACTED]

Customer unable to collect as mail directed to house - PO Box service failure

Apology for the delay in replying to your 14 November 2006 correspondence, in reply to mine of 2 and 7 November.

Your letter of 14 November 2006 to the Royal Mail provides a good overview of events – and of my sentiments! Just two points:

- Based on my very comprehensive first-hand experience with, among others, government departments over the last five years ¹ the replies from the Royal Mail head office came across to me as demonstrating genuine empathy and understanding. I have no doubt that the individuals followed-up on my complaint - but do not have an answer as to why it made no difference.
- About the sorting office's failure to ask me for an ID when I collected my post: I only put it to the test once, as I did not want a repeat of the experience and hence, add to my anxiety.

In relation to getting compensation from the Royal Mail, I note your comment that you

"...cannot offer any guarantee that Royal Mail will make a payment, as they will class these costs as "consequential" ... Royal Mail are not obligated to pay these"

This attitude from a government department comes as no surprise, as they operate under a regime of lack of accountability. (Although, for example, criminals manage to get compensation from the Home Office) (as reported in the media about a week ago).

However, I note (attached Guardian article of 3 November 2006 ²) that Mr Adam Crozier is happy to take from the public purse i.e. the purse to which I, as a taxpayer, contribute, the yearly remuneration of £1,038,000. Based on a 260 day working-year, this amounts to: £3,992 per day, equivalent to £570 per hour.

In the same article, a government spokesperson is quoted as justifying the salaries paid to senior government employees on the grounds that such level of remuneration is required to *"motivate staff to deliver the world-class public services the taxpayers of this country deserve"*

Given the repeated failures in service I have experienced with the Royal Mail over more than two years – and the ensuing distress and anguish I have suffered - as a contributor to Mr Crozier's remuneration, I feel entitled to ask for compensation from the Royal Mail.

¹ A nightmare I have been going through in which my battle with the Royal Mail is one of 26 battles I have had to engage in

² Guardian article, 3 November 2006, *"£500,000 salaries put public sector chiefs in firing line"*

His department has so far cost me c.70 hours of my life. (I am still in the process of having to deal with closing down accounts and opening new ones in the hope of preventing potential identity fraud/s). If Mr Crozier had been spending the 70 hours, the cost would be £39,900.

Although a 'mere consumer', I attach a value to my time (as does my employer when I take time off work). Consequently, I consider that the modest sum of £3,000 would represent a fair amount of compensation – including the £100+ postage costs and other associated costs. (On its own, the mailing of my 7 November letters has cost me, among others, £23 in postage – and the costs keep adding up due to the need for follow-up correspondence. To these must be added the prior costs of mailings since May 2005)

I also endorse your suggestion of getting the Royal Mail to pay the cost of the PO Box I have set-up in the private sector.

However, I reserve my rights in full.

In the above I have excluded compensation for distress and anguish. If he were me, how much would Mr Crozier claim in compensation for suffering distress and anguish from not knowing who is reading: his personal bank statement; his credit card statement; his mobile phone invoice which lists the telephone number of all the calls that he has made? Etc., etc.

Thank you once again for your time and for representing consumer interests. We, consumers, certainly need more people like you on our side

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

Consumer Steve Officer

Building name or address

Postwatch
Green London

Postcode

28 Grosvenor Gdns
London
S.W.1 W.1 O.T.T

Reference

DH 2078 7499 8GB

Stick barcode label to top left of package