

# postwatch

Ms Noelle K-Dit-Rawe

T 0845 601 3265  
F 02 8902 79340  
E [info@postwatch.co.uk](mailto:info@postwatch.co.uk)  
Your Ref:  
Our Ref: 400829

05 December 2006

Dear Ms K-Dit-Rawe


I refer to Postwatch's acknowledgement letter of 14 November 2006.

Royal Mail has not replied to our enquiries and I have sent a reminder that this is now overdue.

I am sorry for any inconvenience that this delay may have caused and I will be in touch as soon as a response is received from Royal Mail.

In the meantime, if you have any queries please contact our helpline on the number above.

Yours sincerely

  
Claire Prescott (On behalf of Melissa Sharples)  
Consumer Services Officer  
Postwatch

Customer complaints T 08456 013265  
FREEPOST, POSTWATCH  
F 028 9027 9340  
E [info@postwatch.co.uk](mailto:info@postwatch.co.uk) [www.postwatch.co.uk](http://www.postwatch.co.uk)

The Consumer Council for Postal Services