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E info@postwatch.co.uk

Your ref:
Our ref: 37XXX

02 December 2002

Re: Mr. Chandran Peechulli,

Thank you for your e-mail dated 19 November 2002.

I was sorry to learn of the problems that Mr. Peechulli has experienced. I notice that you have already referred his complaint to the Royal Mail Group but that you are awaiting a response. I should perhaps explain that in the first instance we must allow the Royal Mail Group the opportunity to complete their investigation and hopefully resolve the complaint before becoming directly involved in any dispute.

However, I have noted the details of the complaint and should Mr. Peechulli be unhappy with the response that he receives from Royal Mail Group, he can contact me quoting the case reference number 37XXX.

I should perhaps explain that Postwatch is an independent organisation established under the Postal Services Act 2000, to represent the interests of users of postal services provided presently by The Royal Mail Group. It does this by pursuing individual complaints where the consumer has already pursued the case with the Royal Mail Group and is dissatisfied with the result. Postwatch does have the statutory authority to investigate complaints and, if appropriate, to recommend remedial action to Postcomm (the Regulator).

I hope that this is helpful.

Yours sincerely

NB
Senior Consumer Services Officer