

Postwatch
Greater London
28 Grosvenor Gardens
London SW1W 0TT

Snapshot of events:
Doc library # 5.7 & # 5.8

Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

(By Recorded Delivery)

My 07.11.06 letter to
Postwatch, providing
an update

2 November 2006 On that day, I also sent a 02.11.06 letter to Adam Crozier,
Chief Executive, Royal Mail, summarising events

Dear Madam / Sir

A two-year battle with the Royal Mail due to failure by the sorting office located at Chelsea
Manor Street, London SW3 3UH, to provide me with the service sold under 'Collect Box –
Annual'

For over two years now I have had an on-going battle with the Royal Mail in relation to my 'Collect Box – Annual' service.

Until recently, it referred essentially to mail being frequently delivered to the block where I live – instead of being kept at the sorting office – which is the service I am paying for (see attached invoices for the current year, as well as copy of cheques sent ¹)

During this last month, events have taken place that are leading me to contact you. These events are captured in my attached 2 November 2006 ² letter to Mr Adam Crozier, Chief Executive, Royal Mail – supported by photographs.

As you can see from the attached pack of correspondence ³, this makes it my fourth letter to Mr Crozier / the headquarters of the Royal Mail in the last 17 months.

Prior to first contacting him, I had on a number of occasions raised the issue with the manager at the sorting office, as well as contacted the Customer Complaints department. In between my letters to Mr Crozier, I also raised the ongoing problem on a number of occasions with the manager at the sorting office.

I think you will agree that I have given the Royal Mail a more than expected number of opportunities to address the situation before eventually resorting to your Office for assistance.

I honestly do not know what to suggest to you about writing to me as my mail is not reaching me. My work number is [REDACTED]

Thank you in anticipation of your assistance.

Yours sincerely

N K-Dit-Rawé

¹ Two 'Renewal invoices' from the Royal Mail for the 12 month period starting 1 June 2006 + copy of cheques sent in payment

² My 2 November 2006 letter to Mr Adam Crozier + supporting photographs

³ Previous correspondence to / from Mr Adam Crozier / Royal Mail headquarters; **(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; **(5)** 4 April 2006 letter from Royal Mail; **(6)** My 3 July 2006 letter to Mr Adam Crozier

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