

# postwatch

Snapshots of events:  
Doc library # 5.7 & # 5.8

Ms Noelle K-Dit-Rawe

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

The next letter, from Mrs Melissa Sharples, was **15.01.07**  
In between, I had received the following letters from Royal Mail: **05.12.06** and **08.01.07**

**05 December 2006**

A letter I ought to have had framed, as a public sector department was finally on my side...and I misled it! (My **27.11.06** reply to Postwatch)

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  
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The Consumer Council for Postal Services