

Dame Melanie Dawes,  
Chief Executive  
Ofcom,  
Riverside House,  
2a Southwark Bridge Road,  
London, SE1 9HA

Date: - 2<sup>nd</sup> October 2023

Dear Dame Melanie Dawes,

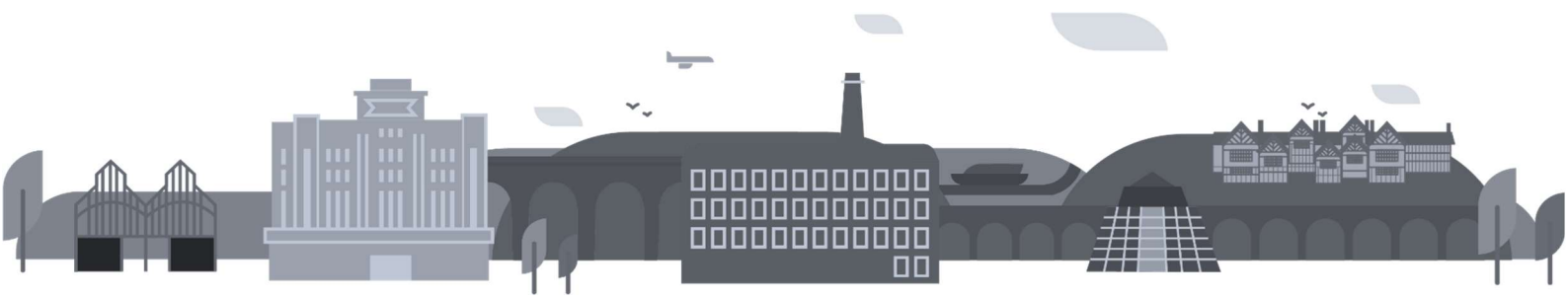
For several months now residents living in the Stockport area have received a sub-standard postal service with particularly poor and irregular deliveries from Royal Mail. It is not uncommon for local people to have only one or two deliveries in a single week, with several days nothing at all being delivered followed by - in some cases - a dozen items of mail arriving on a single day. Apart from the obvious irritation and inconvenience of not having a reliable, regular postal delivery, there are real concerns that some people are missing urgent medical appointments - which in many cases they have waited months to obtain - as a result of not receiving their appointment notification in time.

Clearly, the situation is unacceptable in any circumstances but, as the price of a single first-class postage stamp has just increased to £1.25, it feels very much like Royal Mail are no longer taking their responsibility seriously.

In June of this year the Chief Executive of Stockport Council, Caroline Simpson, wrote at my request to Royal Mail to highlight our concerns, as reflected by the number of complaints reported to local councillors. A copy of her letter and their response is attached for your attention and, as you will see, an assurance that residents could 'expect to see an improvement in delivery moving forward' was given.

Sadly, since then the situation has become worse, not better, and I am now writing to you as Regulator to officially request a formal investigation into just exactly what is going on as the service appears to be in chaos.

I attach no responsibility for this poor performance to the individual post men and women who do a good job in all circumstances, but there is evidently something seriously wrong at senior management level as this problem has now existed for several months and appears no nearer to a solution.





# STOCKPORT

METROPOLITAN BOROUGH COUNCIL

I very much hope that you will understand why this matter is causing such concern to us here in Stockport and that you will be able to address the issues behind it. I look forward to hearing from you in due course.

Yours sincerely

*Mark Hunter*

Cllr Mark Hunter  
Leader of the Council  
Leader of the Liberal Democrat Group

