

From: John McQuaigue
Sent: 24 September 2004 15:47
To: Nicola Whittaker; Jon Buckland; Director.General
Cc:
Subject: MX2 / OUR : New Document?!

Dear OUR,

Thank you for the invite to extend your powers!

50% of the GPO's entire business is unregulated already. Namely OUR provide no quality control, monitoring/feedback or compensation for Bulk Mailers post.

At your last 'consultation' OUR 'waved' any responsibility off its desk leaving it to the GPO lawyers to put in (dictate) whatever they want in their T&C's to Bulk Mailers.

This is a strategy for slackness, negligence and deteriorating service in both postal management and service.

What is the 'deal' negotiated between GPO and Royal Mail on the quality and service failure issues of late delivery, loss or theft?

Does this contract have a similar black hole under the term "Reneging on Basic Responsibilities" ?

So why extend your powers when you already do half-a-job with the one's you have?

I look forward to another elusive and inane response from your irresponsible office.

Yours sincerely
John McQuaigue