

110A Sylvan Avenue
N22 5HY

Royal Mail
Royal Mail Group Ltd,
100 Victoria Embankment,
LONDON,
EC4Y 0HQ

10th August 2020

Ref: **1-6579594566**

In the final response letter from the postal review panel,
My questions asked in my original Complaint were not addressed, neither was the claim of
discrimination arising from disability.

In my efforts to resolve the complaint it was claimed by an unsigned letter of 23rd June 2020 that the
leave on floor policy was based on advice from Public Health Authorities.
In my initial complaint, I addressed this, However, It was unanswered in the response.

In the response, you acknowledged you should be following the Equality Act 2010. But failed to state
you are why such policy was not followed with the delivery in question.
or how the adjustment would be implemented, and when.

You offered me £50.00 for unresponsive email, but since several emails have gone unanswered. I
understand you've implemented a "secure message" system but in simple terms, you've just made
email unusable.. I don't want to discuss a particular issue with the system I don't provide quality
assurance to Royal Mail.

In my initial complaint, I raised the issue of the use of "secure message" system and regulatory
oversight. However, It was unanswered in the response.
It would appear these concerns where valid. My submission to CEDR has been hindered by the use
of the secure message system, most importantly the disappearance of several key emails.

Mr D. McMorrow