

110A Sylvan Avenue
N22 5HY

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

13th July 20

Please accept this letter as a formal notification of discrimination arising from disability and a failure to make a reasonable adjustment by Royal Mail.

Having exhausted all practical avenues to resolve this is the last attempt to resolve this outside court.

I have discussed this issue with

- Caleb Carter - Royal Mail - Chairman and Chief Executive Office
- Rebecca Redmond - Royal Mail - Chairman and Chief Executive Office
- Nicola Barnham - Royal Mail - Chairman and Chief Executive Office
- Delivery Office Manager at Wood Green Delivery, who I understand is sunday.o.chimbo@royalmail.com

You are providing an excuse of

“However, due to social distancing, this arrangement is no longer viable. I understand you are now asking the Delivery Officer to go inside your flat and place the parcel on a table; unfortunately, this is something we are unable to agree to. As such, the Delivery Officer has no other option but to leave the parcel on the floor. The safety of our employees and customers is of paramount importance and the measures taken are to ensure both your safety and that of the Delivery Officer.”

Nicola Barnham <nicola.barnham@royalmail.com> 26/06/2020 at 16:14:51

Firstly, corrections.

1. Nicola Barnham <nicola.barnham@royalmail.com> 26/06/2020 at 16:14:51 email states I've complained many times in the last few weeks. I've been complaining about this for **years**.
2. Nicola Barnham <nicola.barnham@royalmail.com> 26/06/2020 at 16:14:51 states a table has been left. This is actually a Chair.
I am able to open my door on a remote. The chair is a few feet in the door. I am able to stay in my lounge well over the government recommended 2M (meter) distance.
3. You implemented a policy knowing it discriminates against disabled customers. As I've personally raised the issue of items being left on the floor.

I Reject this...

1. This issue was apparent well before the pandemic.
You made no effort to resolve this issue in a satisfactory way, as such you've offered no Reasonable Adjustments and have refused the adjustment offered by myself.
2. This policy is still discriminatory by nature.

The Equality Act 2010 (the Act) states I am protected against unlawful discrimination by you as a service provider because of my disability.

Discrimination arising from disability is defined in the Act as:

1. Unfavourable treatment, because of something arising in consequence of that person's disability, and

2. It cannot be shown that the treatment is a proportionate means of achieving a legitimate aim ('objective justification').

The way in which I was treated cannot be objectively justified as

1. I was not consulted on the changes to the service. As described by Nicola Barnham <nicola.barnham@royalmail.com> 26/06/2020 at 16:14:51
2. The new "leave on the floor" returns the service level to pre-adjustment level.

Under the Equality Act 2010, as a service provider, not only do you have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage at that time due to their disability, you also have to take positive steps to ensure that you anticipate the needs of potential disabled customers before they access your service.

Your "leave on the floor" policy fails to accommodate people with disability and fails to anticipate the need of people with disability.

I would like you to respond to me in writing within 28 days from receipt of this letter with a view to resolving my complaint.

Also, I want an explanation of...

1. Caleb Carter ignoring my concerns. His last response was **Wed, 17 Jun 2020 14:07:12**. my emails of **Jun 18, Jun 23, Jun 24 Jun 25, and Jun 26** have not been answered.
2. Social Media ignoring my multiply tweets on Twitter. With regard to ignoring my request to escalate my complaint to stage two. Ignoring this request enabled me to seek assistance from Postal Redress Service, as a breach of your complaints policy.
3. On **23rd June 2020**, I received a written response to my complaint **1-6518314929** in the response, the policy is based on information of Public Health Authorities, I need this clarified. Public bodies such as NHS England are also bound by the Equality Act 2020, their duties under the act are also further extended by Public Sector Equality Duty (PSED) This puts a legal duty on the Public Sector to have regard for disabilities in everything they do.
4. Why I have received "**secure message**"
 - a. From Caleb Carter - Royal Mail - Chairman and Chief Executive Office and Nicola Barnham - Royal Mail - Chairman and Chief Executive Office.
 - b. Nothing with maybe the expectation of by name would remotely be considered 'sensitive' information requiring a secure delivery method.
 - c. I use email on my phone for simplicity, from my Phone I can Save or Print messages. The "**secure message**" system removes this ability, the website Mimecast is not optimised for mobile phones. As raise with Nicola Barnham on Fri, 26 Jun 2020 14:16:49 my unanswered point about the inability for the message to be printed. It also poses a regulatory issue as messages remain under the control of Royal Mail and potential could be changed or deleted.
 - d. Why responses to email don't answer all my questions/concerns
5. Why my letter to Caleb Carter - Royal Mail - Chairman and Chief Executive Office and Nicola **Royal Mail - Complaint - 2019-03-26** was ignored

Yours sincerely
Mr McMorrow