

Mr Gregor McGregor
Chief Executive
Postwatch
28 Grosvenor Gardens
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16 April 2003

POSTWATCH SUPER-COMPLAINT

You wrote to John Vickers on 17 March concerning complaints you had received about the operation of a service provided by Royal Mail called Mailsort. You identified a number of issues associated with the operation of this service which you believe indicated that consumers were suffering detriment. In his reply he said that we were willing to accept your letter and attached memorandum as a super-complaint and would respond substantively within 90 days.

We have looked at the issues raised by your super-complaint and discussed your evidence with you, Postcomm, the industry regulator, and Royal Mail. We are now in a position to respond.

When considering how to respond to a super-complaint we have a number of options open to us. Our prime goal in considering outcomes is to determine which route can best address any issues raised. One of the issues we consider is whether another regulatory body is better placed to deal with the issues. In this case we have consulted closely with Postcomm to see if the licence conditions under which Royal Mail operates can be used to look at these concerns.

Postcomm has told us that it considers that the conditions of Royal Mail's licence are sufficient to address the concerns you have raised if, following further investigation, those concerns are substantiated. Postcomm has confirmed it is willing to look at this issue and, indeed, is under an obligation to do so. It has also said that it will publicise the outcome of any investigation. In these circumstances we do not consider further OFT investigation to be appropriate. We will, however, continue to liaise with Postcomm as necessary.

This letter will be published on our website as our public response to your super-complaint.

Penny Boys
Executive Director