

30 August 2023

Your reference:  
Our reference: 1-9731325296



Leo Docherty MP  
House of Commons  
LONDON  
SW1A 0AA

Royal Mail Headquarters  
185 Farringdon Road  
LONDON  
EC1A 1AA

Dear Mr Docherty

[REDACTED]

Thank you for your recent communication regarding mail deliveries to your constituent's address in your constituency served by Farnborough Delivery.

I have spoken with the Customer Operations Lead who covers the GU14 postcode area. She has advised that mail deliveries to your constituent's address have been affected over recent weeks due to a higher than normal number of vacancies. Unfortunately, that has impacted mail deliveries to your constituent's address. I am very sorry for the obvious impact this will have had on your constituents.

The team are doing everything they can to improve the service in [REDACTED] as quickly as possible. Four new starters have commenced their employment and are currently in training. We are currently delivering to addresses in [REDACTED] at least every other day to maximise the delivery frequency for customers. We are working hard to further improve the service to customers in the area over the coming weeks so that we deliver consistently six days a week to all addresses.

I hope this reply is helpful and if I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely



Michael Hogg  
Senior Public Affairs Manager