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Mr Karnail Singh

Customer Service Centre
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Dear Mr Singh

We are writing with reference to the incident that occurred on the 13th October on Coningsby Drive, WV2.

I was very saddened and disappointed to receive the message from Ms Caur about the unacceptable comment made by the member of our staff. Royal Mail is one of the largest employer of people in the UK and we have a long history of inclusiveness, acceptance and support for peoples of all races, sexualities and faiths and the statement made by this employee goes against the values we hold dear and so I felt it appropriate to write to you directly about the matter.

Having reported the matter directly to the Management of the area where this incident occurred they proceeded with an in-depth fact-finding process and confirm that the Postman involved has now been identified. While I am limited in what I can tell you about the possible outcomes I can assure you that behaviour of this nature is not acceptable in any circumstances and the matter will be treated with the utmost seriousness it deserves.

Again please accept my unreserved apology for the actions of my colleague and I sincerely hope that this experience has not diminished your opinion of the Royal Mail irrevocably.

Yours sincerely

Ryan Pascall