

01st March 2010

Royal Mail Group

Mr James Argent

By Email: request-28247-1934fxxx@xxxxxxxxxxxxxxxxxxx

Freedom of Information Unit
2nd Floor
Royal Mail Sheffield
Pond Street
Sheffield
S98 6HR

foi@royalmail.com
www.royalmail.com

Dear Mr Argent

Re: Freedom of Information Request

I am writing in response to your request for information which was submitted online on 2nd February 2010. We have considered your request under the terms of the Freedom of Information Act 2000. You requested the following information:

“Could you please tell me what The Royal Mail “official” policy is with regards to letter’s addressed RETURN TO SENDER NO CONTRACT ADDRESSEE NOT RECOGNISED. I have been informed by my local sorting office that letters addressed NO CONTRACT RETURN TO SENDER ADDRESSEE NOT RECOGNISED are destroyed.”

The phrase or label ‘RETURN TO SENDER NO CONTRACT ADDRESSEE NOT RECOGNISED’ is not used by Royal Mail in its operations. This is not a term used in Royal Mail’s own Return to Sender categories and there is therefore no policy or procedure document which covers this phrase. .

Any undeliverable inland mail items which bear an external return address, regardless of the type of mail, would have a sticker attached showing the reason that the item could not be delivered, and would be returned to the sender. Items of mail bearing this phrase would be categorised by Royal Mail, and marked as – ‘Addressee Unknown’

Where no external return address is provided on stamped mail items, these will be forwarded to the National Returns Centre in Belfast, where items are opened in order to identify a sender, and then returned, where appropriate. Where no sender can be found, items of sentimental, legal or financial value are stored for a period of 3 - 6 months

Cont...

awaiting enquiry. Business or direct mail (Meter, Franked, PPI or Mailsort mail) with no external return address displayed will be disposed of securely by Royal Mail. Further information and advice for customers can be found on our website – www.royalmail.com.

I hope that this suitably answers your request. However, if you are not satisfied with this response, you do have the right to request a review. If you wish to do so please set out in writing your grounds of appeal and send to The Head of Information Compliance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review your request, and you will be advised of the outcome.

If you decide to request an internal review and are still not satisfied with our response you also have a right to appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Daniel Tulp
Freedom of Information Case Officer
foi@royalmail.com