

Mr Graham Harbord  
Post Office Network  
National Secure Stock Centre  
Hemel Hempstead

Alan Bates  
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Ref: 11262

Dear Mr Graham

As per your instructions from your helpline I am putting my report about a missing item from todays stock delivery in writing.

The missing item is a single mini sheet of flags and ensigns, value £1.08, only 49 were delivered and not the 50 sheets as stated on the advice note.

I would also like to take this opportunity of querying the reporting procedure, not only has it cost me a lengthy conversation with your helpline at long distance, day telephone rate, to initially report the shortage and give all the details. But I have had to pay a member of staff to stay on longer to put the request in writing. So in addition to the £1.08 refund I am entitled to I also need to levy a £10 administration cost.

I know that bureaucracy runs wild in anything the Post Office does, but surely this is taking it to a new extreme. It was all a different story when we discovered a load of extra stock included with ours a few months ago, a telephone call soon put that right.

Your sincerely

Alan Bates  
Subpostmaster Craig-y-don Post Office