

9 January 2024

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**Royal Mail Group**

Tom Tugendhat MBE MP  
House of Commons  
LONDON  
SW1A 0AA

Royal Mail Headquarters  
185 Farringdon Road  
London  
EC1A 1AA

Dear Mr Tugendhat

Thank you for your communication dated 15 December regarding mail deliveries to addresses in Malling which is served by the Medway Valley Delivery Office.


I have spoken with the Customer Operations Lead who covers the ME19 postcode area. They have advised that mail deliveries to Malling have been affected over recent weeks due to colleagues being away from work through sickness as well as a number of vacancies for which we are recruiting. I am very sorry for the impact this has had on your constituents.

We are working hard to reduce sick absence. We have a number of health initiatives and resources available to all employers including Help@hand which gives access to GP at times convenient for them. This service is offered completely free of charge to all employees, regardless of grade.

The team are doing everything they can to improve the service in Malling as quickly as possible. We have recruited two postmen and women for Medway Valley Delivery Office. We are currently delivering to addresses in Malling at least every other day to maximise the delivery frequency for customers and avoid a backlog. We are working hard to further improve the service to customers in Malling 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

PP 

Michael Hogg  
Senior Public Affairs Manager

