

2 October 2025

Our reference: 06674140

Your reference: CC08314



Chris Coghlan MP
House Of Commons
LONDON
SW1A 0AA

185 Farringdon Road
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Dear Mr Coghlan

Thank you for your communication dated 18 August raising concerns shared by Buckland residents regarding deliveries to Buckland Village. I am sorry for the delay in replying.

I have spoken with the Customer Operations Manager at Dorking Delivery Office, and we would like to offer some clarity around the situation. The information in circulation locally, from a third-party source, and does not fully reflect our internal processes or commitment to maintaining the Universal Service Obligation in Buckland – delivering all mail six days a week when there is mail to deliver.

Over the summer, there were changes to the staffing arrangements on the Buckland delivery round. While we do not share details about individual employees' circumstances, we always work to ensure every delivery round is fully covered – robustly rotating delivery rounds if it is not possible on a given day. However, rural delivery rounds, like Buckland, can be challenging for other colleagues who are unfamiliar with the delivery round – due to the rural nature of it. Unfortunately, this did impact mail deliveries during the period in question. I am pleased to share that a new full-time postie is currently being trained on the Buckland delivery round and we anticipate that customers will start to see a more consistent level of service moving forward.

I hope this reply is helpful.

Yours sincerely

Michael Hogg
Senior Public Affairs Manager