

Your USPS Service Request #26903155 Has Been Resolved! [ref:_00Dj0GyYH._500t0mJACZ:ref]

Received: **Wednesday, May 26, 2021 11:14 AM**

From: **uspscustomersupport@usps.gov uspscustomersupport@usps.gov**

To: **ramolad@everydayconcerned.net ramolad@everydayconcerned.net**



Dear Ramola D,

This is in regards to a negative experience you encountered with one of our employees at Milton. I apologize that this was not a positive experience, and share your concern and disappointment regarding the treatment reported in your complaint.

It was nice speaking with you today. I apologize personally for the issue that you experienced.

I have forwarded your information and concerns to Steve Doherty, Communications Specialist.

We expect our employees to perform their duties in a manner which is both courteous and professional. Above all else, providing excellent customer service is our goal and we regret you did not receive it in this instance. Please be assured that appropriate action has been taken to address the issue and prevent a recurrence.

Please accept our sincere apology. Every effort will be made to provide you with quality service in the future.

If you have any further questions, please contact me at the telephone number below.

Sincerely,

GEORGE KIPPENHAN

CONSUMER & INDUSTRY CONTACT MGR

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Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com®.

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