

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

Sent: **Wednesday, May 26, 2021 5:15 PM**

From: **Ramola D** ramolad@everydayconcerned.net

To: **uspscustomersupport@usps.gov** uspscustomersupport@usps.gov

Dear George,

Thanks very much for this note. I am glad to report that I returned to Milton Post Office today and succeeded in obtaining the money order I had gone in for yesterday. The clerk at the counter today did ask me to wear a mask, but recognized me "as the woman who was in here yesterday" and called for the manager-in-charge to speak with me; I also requested to speak with the Postmaster, who was not present. I explained to the manager what had transpired and handed him a copy of my Courtesy Notice for Businesses in Massachusetts and a printout of the Consumer Advocate, USPS letter; I also mentioned I had spoken with you and what you had relayed, after which he directed the clerk to carry on.

All good, but will be great if you could kindly let Post Office employees know they should not ask people who enter "where's your mask" and bring boxes of masks for them to wear, as occurred today. People not wearing masks are quite aware they are not wearing masks and do not need to wear them.

I will do my best as a reporter to further report on the hazards and detriments of masks so Postal employees are freed of this onerous burden, which I fear is sadly leading to oxygen-deprivation and all its sad physiological consequences all around. If the Inspector General were easy to reach by email, I would send him a letter with lots of article references so he can become better informed on this subject and remove these mask-requirements for employees.

Appreciated very much your call this morning and speaking with you, and thank you again for the apology.

Best wishes,
Ramola D

Ramola D
Investigative Sci-Tech Journalist | Writer | Poet | Educator | Illuminator
Editor & Publisher, [The Everyday Concerned Citizen](#)
Reporter, [Ramola D Reports](#) on [Bitchute](#), [Brighteon](#), [Lbry](#), [Odysee](#)
Twitter: [@EccEveryday](#)
Facebook: [Ramola Dharmaraj](#)
Author Website: [Ramola D](#)

Thought makes the word come into power.
--Edmond Jabes

Sent with [ProtonMail](#) Secure Email.

----- Original Message -----

On Wednesday, May 26, 2021 11:14 AM, uspscustomersupport@usps.gov <uspscustomersupport@usps.gov> wrote:





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

MA-RI

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

00Xt000000011hEAC

00Xt000000011HoEAK

ref:_00Dj0GyYH._500t0mJACZ:ref

