

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

Sent: ↻ Wednesday, May 26, 2021 11:14 AM

From: Ramola D [ramolad@everydayconcerned.net](mailto:ramolad@everydayconcerned.net)

To: [uspscustomersupport@usps.gov](mailto:uspscustomersupport@usps.gov) [uspscustomersupport@usps.gov](mailto:uspscustomersupport@usps.gov)

Dear Robert Munroe,

Thank you very much indeed for your response and assurance. I tried to reach you on the telephone just now to thank you for your letter but was unable to.  
Please feel free to reach me at [REDACTED].

I appreciate and thank you for apologizing for the dreadful treatment I received yesterday at the Milton Post Office and hope and trust it will not be repeated the next time I visit.

Sincerely,  
Ramola D

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### 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 11:07 AM, [uspscustomersupport@usps.gov](mailto:uspscustomersupport@usps.gov)  
<[uspscustomersupport@usps.gov](mailto:uspscustomersupport@usps.gov)> wrote:



Dear Ramola D,

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

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,  
Robert Munroe  
Mgr Customer Services  
WOLLASTON  
**617-472-1263**

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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®](http://www.usps.com®).  
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