

North Olmsted, Ohio 44070

Phone

To: Gwynn - Plain Dealer Carrier

I am 86years old and a customer of yours for several years. Last year (2014-2015) winter storm was one of the worst. On one of those wicket days, I went outside early in the morning to retrieve my Plain Dealer paper, when I slipped and fell, hitting my head on the pavement, causing a large wound and terrible bleeding. I was rushed to the nearby hospital emergency room. I was very lucky not to have broken any bones or suffer a large concussion.

To prevent this from happening again, my wife contacted the P.D. office and informed them to have our paper placed at the foot of our garage door. This lasted about a couple of months from you Gwynn. Then it was back to placing the paper anywhere. I find our paper towards the end of my driveway, on my lawn, and even under my car. Two more requests were made, as for the paper's delivery spot, but were disregarded.

In the middle of January, 2016, I picked up my P.D. paper on our rain soaked lawn. I could not read it, because it was like a water filled sponge. Jan. 23, I did not receive a paper, consequently I tried to call by phone several times that day, but got no answer. Don't you have VOICE MAIL?

Our former Plain Dealer carrier, Scott, always kept us informed by letter, if there were any changes in delivery or substitute carriers, phone nos., names. My requests were always honored by him and I could also contact him by phone. That should not be a hardship for anyone.

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