

Reference: 01438481

Katherine Childs  
Information Rights Advisor  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)  
14 April 2022

### Freedom of Information: Right to know request

Thank you for your request for information in relation to a phone call recording to the Royal Mail Maidstone Delivery Office. We received this request on 29 March 2022. We have considered it under the Freedom of Information Act 2000.

### Your request

*I would like a copy of the recording of the phone call that I made to your Maidstone Delivery Office on [REDACTED] on 29/03/2022 at 17:30.*

### Our response

Ofcom does not hold this information. We do not hold calls between individuals and Royal Mail. We suggest that you please refer to Royal Mail directly.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Katherine Childs

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

Switchboard: +44 (0)20 7981 3000  
or +44 (0)300 123 3000

[www.ofcom.org.uk](http://www.ofcom.org.uk)

- the original decision is upheld; or
- the original decision is reversed or modified.

**Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#).

Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF