

Reference: 01446002

Katherine Childs
Information Rights Advisor
Information.requests@ofcom.org.uk

12 May 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to postal service-related complaints. We received this request on 19 April 2022 and have considered it under the Freedom of Information Act 2000.

Your request

You asked:

I'd like to request some information on postal service-related complaints. This is a follow up to case # 01350119.

Is it possible to provide information on how many postal services related complaints Ofcom received in 2021? (I would like this information in spreadsheet form, broken down by postcode area if at all possible)

Could you also provide what the 5 most common complaint topics were in 2021 as well, if possible?

Our response

I can confirm we do hold information in scope of your request. Please see the table below:

Year	Number of postal service-related complaints (where postcode is known)
2021	209

Please find attached an excel chart showing complaints by postcode area, where a postcode is held. We have presented this information by year and postcode. Please note that we are unable to provide the second half of the postcode as giving out the full postcode may identify a specific address. We consider that this information is exempt from disclosure under Section 40(2) of the FOI Act, which provides that personal information about persons other than the requester is exempt

where its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. Section 40 is an absolute exemption under the FOI Act and does not require a public interest test.

The spreadsheet also lists the top 5 complaint categories for 2021. In addition, for Royal Mail postal services, Royal Mail publish an annual [Complaints and Compensation report](#) on their own website. We process and use this information in our own [Post Monitoring Interactive Data](#), with the latest being the 2020-2021 edition. The relevant page for complaints data, at the time of writing from 2013 to 2021, is on page 16.

If you have any queries, then please contact 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:

- 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.

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