

Reference: 01716077

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

21 November 2023

### Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail fines. Your request was received on 13 November 2023 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act").

#### Your request

*"I have just seen your company has fined Royal Mail for the poor services they have been providing. However, this does not show where this fine money is going?*

*Please could you provide me with this information."*

#### Our response

The financial penalty is payable to HM Treasury within two months. Please refer to the following webpage for further information: [Royal Mail fined £5.6m for missing delivery targets](#).

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

### Information Requests

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](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