

Reference: 01856110

Information Requests
information.requests@ofcom.org.uk

9 August 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning the statutory duty of Royal Mail under s91 of the Representation of People Act 1983.

We received this request on 24 July 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

Does ofcom regulate activity of Royal Mail and fulfilment of its duty under s91 of the Representation of the People Act 1983.

No – elections are overseen by election registrars and the Electoral Commission. Royal Mail provide a Freepost service in compliance with section 91 of the Representation of the People Act 1983, and has published the [Royal Mail Candidate Mail Guide](#), including the availability of artwork checking, at sections 2.1, 2.2 and 3.2.

Royal Mail has published its [trading update covering the period Quarter 1 of Financial Year 2024-25 \(April to June 2024\)](#), and sets out information about the General Election, highlighting an increase in use of mail services for candidate mail and postal voting.

The Electoral Commission has published a post-election statement on its website [here](#), and is gathering evidence from people who participated in these elections as voters, candidates, campaigners and administrators, to better understand their experiences.

If so, what has been published concerning this monitoring or any FOI requests related to this legislation?

Not applicable.

How many requests for approval of artwork under s91 have been rejected in last ten years, and for what reasons?

We do not hold this information.

What formal guidance informs the decision making of Royal Mail regarding this?

We do not hold this information. Guidance from [Royal Mail](#) recommends relevant parties seek legal advice when considering artwork specifications and legal rights and responsibilities relating to candidate mail.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

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Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).