

Reference: 01846979

Information Requests
information.requests@ofcom.org.uk

25 July 2024

Freedom of Information request: Right to know request

Thank you for your request for information about mail lost from February 2020 to 2023.

We received this request on 3 July 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Under the Freedom of Information Act, I kindly request your assistance in providing information on the number of posts/documents lost through the Royal Mail service from February 2020 to February 2023. Could you please break them down by month and year?”

Our response

Royal Mail provide Ofcom with mail integrity reports annually. The information contained includes details of reported lost and damaged items on an annual basis, so we hold some information that may be relevant to your request, however we do not hold the exact information in the format you requested. The information we do hold was supplied under regulatory reporting obligations set out in the Designated Universal Service Provider (DUSP) Condition 1. However, we are unable to disclose this information as we consider its disclosure is exempt under section 44 of the FOI Act.

Section 44 exempts the disclosure of information which is prohibited by or under any enactment. We are prohibited under section 56 of the Postal Services Act 2011 (“the 2011 Act”) from disclosing information which relates to a business, which we have obtained as a result of Part 3 of the 2011 Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways for disclosure under section 56(2) of the 2011 Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

Royal Mail publish [quarterly reports](#) including complaints data and compensation payments for the ten most complained about service elements. This list frequently includes complaints about lost mail items, damaged items, and unproven loss of items. Relevant reports for the period of your request are Financial Year 2019-20 Q4 (January to March 2020) through to Financial Year 2022-23 Q4 (January to March 2023) – see Table 4 in each relevant report.

Ofcom monitors Royal Mail's compliance against our regulatory obligations, including quality of service and mail integrity. Our [Post Monitoring Reports](#) summarise our annual assessment of Royal Mail complaints and compensation.

We hope this information is helpful. 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,

Information Requests

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](#).