

Reference: 01786423

Information Requests
information.requests@ofcom.org.uk

22 March 2024

Freedom of Information request: Right to know request

Thank you for your request for information about an update on the future of the universal postal service.

We received this request on 29 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I'm making a request under the freedom of information act regarding your timeline for announcements on your "call for input: The future of the universal postal service" consultation.

A report from the Independent suggests you have "plans to provide an update in the summer. <https://www.independent.co.uk/business/royal-mail-could-cut-delivery-days-to-just-three-a-week-under-overhaul-plans-b2483826.html>" Even if it is subject to change, ofcom will have a rough plan for what date this is due.

I am requesting:

- * the information regarding the date an update on reforms to the Universal Service Obligation will be made;*
- * document relating to the timetable for this process.*

I am not requesting:

- * information about the likely outcome.*

Our response

We have searched for the information you have requested and can confirm that we do not hold this. More specifically, we have no more information on the timing of the update we will publish as part of our work on the future of the universal postal service, other than that provided in our call for input on this, and the accompanying news release.

Here are links to these publications, in which we have said we “will provide an update in the summer”:

[Ofcom: Universal postal service must modernise](#)

[The future of the universal postal service](#)

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](#).