

Reference: 02038371

Information Requests
information.requests@ofcom.org.uk

14 August 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail in Northern Ireland.

We received this request on 17 July 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

I would like to request information relating specifically to Royal Mail's Universal Service performance in Northern Ireland for each of the financial years: 2019–2020, 2020–2021, 2021–2022, 2022–2023, 2023–2024 and 2024–2025.

Please provide the following:

1. Service Performance in Northern Ireland for First Class mail:

- Total Number of First Class mail undelivered within one working day*
- Total Number of First Class mail undelivered within two working days*
- Total Number of First Class mail undelivered within three working days*
- Total Number of First Class mail undelivered*
- Total complaints received for above non deliveries*
- Total in compensations paid out for above non deliveries*

2. Service performance in Northern Ireland for First Class 'Signed For' mail

- Total Number of First Class 'Signed For' mail undelivered within one working day*
- Total Number of First Class 'Signed For' mail undelivered within two working days*
- Total Number of First Class 'Signed For' mail undelivered within three working days*
- Total Number of First Class 'Signed For' mail undelivered*
- Total complaints received for above non deliveries*
- Total in compensations paid out for above non deliveries*

3. Service Performance in Northern Ireland for Second Class mail:

- Total Number of Second Class mail undelivered within two working days*
- Total Number of Second Class mail undelivered within three working days*
- Total Number of Second Class mail undelivered*
- Total complaints received for above non deliveries*
- Total in compensations paid out for above non deliveries*

4. Service Performance in Northern Ireland for Second Class 'Signed For' mail:

- *Total Number of Second Class 'Signed For' mail undelivered within two working days*
- *Total Number of Second Class 'Signed For' mail undelivered within three working days*
- *Total Number of Second Class 'Signed For' mail undelivered*
- *Total complaints received for above non deliveries*
- *Total in compensations paid out for above non deliveries*

5. Service Performance in Northern Ireland for ordinary mail:

- *Total Number of mail undelivered*
- *Total complaints received for above non deliveries*
- *Total in compensations paid out for above non deliveries*

6. Service Performance in Northern Ireland for Next Day Delivery by 1pm:

- *Total Number of Next Day Delivery by 1pm mail undelivered*
- *Total complaints received for above non deliveries*
- *Total in compensations paid out for above non deliveries*

7. Regulatory Oversight:

- *I request statistics and or details of any Ofcom investigations, compliance reviews, or enforcement actions relating specifically to Royal Mail's operations in Northern Ireland during this time period.*

Our response

Please find below our response to your request for information. For clarity, we have addressed each category of information which you have requested separately.

- **Data on post not delivered by Royal Mail in Northern Ireland**

We do not hold data on the number of post/letters not delivered or misdelivered in the Northern Ireland area.

As we have outlined in [a previous FOI response](#), Ofcom sets performance targets for the collection and delivery of postal packets under the Designated Universal Service Provider (DUSP) condition, which are applicable to Royal Mail. These conditions include, amongst other things, annual performance targets measured across the United Kingdom as a whole for the correct delivery of postal packets and for the on-time delivery of first and second class mail. In addition, there is a first class Postcode Area (PCA) performance target. PCA data includes performance data related to the BT postcode area, which covers the whole of Northern Ireland.

Royal Mail has responsibility for monitoring and publishing its performance against these targets.

- **Complaint information related to post not delivered by Royal Mail in Northern Ireland**

Whilst we do have a complaint category for undelivered mail generally, complaints which reference “non deliveries” may be logged under a range of categories depending on other issues raised by the consumer or the general theme of the complaint.

Furthermore, our complaint information is not categorised according to the different types of mail (first class, second class etc) referenced in your request. We also do not always receive confirmation as to where a consumer lives when they make a complaint, especially if we receive their complaint via email, so we would not be able to provide accurate complaint information specific to Northern Ireland.

Therefore, we consider that we do not hold the requested complaint information.

- **Total in compensations paid out by Royal Mail for post not delivered in Northern Ireland**

As we do not hold data on the number of post/letters not delivered or misdelivered in Northern Ireland, we also do not hold data on the total in compensations paid out by Royal Mail for this.

- **Information on Ofcom’s regulatory oversight of Royal Mail**

You can find information on enforcement actions against Royal Mail, including investigations, on our [Enforcement Bulletin](#).

Our enforcement decisions in recent years relate to the national first and second class targets referenced above and cover the whole of the UK. Accordingly, they do consider the impact of quality issues on Northern Irish customers.

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](#).