

Reference: 02099483

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

1 December 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning POSTRS. We received this request on 3 November 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*The POSTRS scheme is run by CEDR on your behalf under UK legislation. CEDR published a vague document where they talk about how a customer complaining about the Royal Mail can ask for 'practical steps to be taken'. The url of this document is: <https://www.cedr.com/wp-content/uploads/2023/02/POSTRS-Summary-Rules.pdf>*

*You have appointed CEDR to run the Postal Redress scheme which by law must be available to customers of the Royal Mail. There must be a written contract or at least set of communications between you and CEDR in which the scope of the 'practical action' referred to by your agent is in fact set out in a detailed way. (Just for example; is there a limit in financial cost to the practical action which CEDR can order?). Please send me the main document or document in which this scope of this possible remedy is detailed.*

### Our response

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We do not hold a document in scope of your request.

However, when approving ADR entities, Ofcom (as a Competent Authority) must be satisfied that the relevant requirements set out in the [Alternative Dispute Resolution for Consumer Disputes \(Competent Authorities and Information\) Regulations 2015](#) ("ADR Regs") are satisfied. Under the ADR Regs, Competent Authorities have an ongoing assessment duty to ensure that the ADR entity still meets the requirements in Schedule 3. It is worth noting that every two years Ofcom must assess whether the schemes we approved still meet the requirements in Schedule 3. In April 2024 we found that [CEDR continued to meet these requirements](#). Please further note that CEDR is unable to consider complaints where the total sum of money claimed is more than £10,000.

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](mailto: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](#).