

Reference: 1950444

Information Requests
information.requests@ofcom.org.uk

28 February 2025

Freedom of Information request: Right to know request

Thank you for your request for information about post not delivered by Royal Mail.

We received this request on 31 January 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

Post/letters not delivered and miss delivered in chesterfield area in the last 4 years. Any fines that have given in relation to missed deliverys and not received. Any complaints that have been received in regards to this.

Our response

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

Ofcom sets performance targets for the collection and delivery of postal packets¹ 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 Area² (PCA) performance target. As clarified in a similar request (<https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/foi/2025/february/royal-mail-quality-of-service-measurement-fines.pdf?v=391983>), Royal Mail has responsibility for monitoring and publishing its performance against these targets.

In relation to failure to meet the performance targets in the DUSP condition, Ofcom fined Royal Mail £1.5 million for the 2018/19 regulatory period,³ £5.6 million for the 2022/23 period⁴ and £10.5 million for the 2023/24 period.⁵ It may be useful to note that fines related to missing the first and second class targets are based on whether postal packets were delivered in the time specified in the DUSP condition, as opposed to whether letters were not delivered or misdelivered.

¹ “Postal packet” means a letter, parcel, packet or other article transmissible by post (section 21(2) of the Postal Services Act 2011).

² Postcode Areas are geographic segments of the UK and each segment has a name and a code made up of one or two letters. These codes are used as the beginning letters of every UK postcode. There are 121 postcode areas in the UK.

³ [Royal Mail Quality of Service 18-19 final decision](#)

⁴ [Royal Mail Quality of Service 22-23 final decision](#)

⁵ [Royal Mail Quality of Service 23-24 final decision](#)

As set out on our website, although it is Ofcom's job to regulate the postal industry, we cannot investigate individual complaints about post and parcel companies. Complaints about individual postal issues should be made to [Royal Mail directly](#) or escalated to [POSTRS](#), the independent postal dispute resolution scheme. In relation to any complaints which Ofcom has received for the Chesterfield area from 2021 to now, there were a total of 6 complaints about postal services from people resident in the area, based on postcodes (including S40 to S45). These complaints may include complaints regarding misdelivered or undelivered mail. Please note that section 44 of the FOI Act may apply to requests for information for our complaints data.

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](#).