

Reference: 1947360

Information Requests
information.requests@ofcom.org.uk

21 February 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail Quality of Service targets.

We received this request on 24 January 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Following the recent publication of the fines imposed upon Royal Mail for failure to meet quality of service targets I would have a further question. Should the measurement fail to take place over a period of a month or multiple months are there any penalties or consequences to Royal Mail for such a situation? I cannot find this information anywhere on the internet and I am curious what the consequences are to Royal Mail should they not fulfil this obligation by issuing the quality of service measurement data monthly to ofcom. Would any fines or penalties to Royal Mail be measured monthly, quarterly or yearly? Also as this quality-of-service measurement was passed by government with Ofcom, surely this information falls under the remit of being a freedom of information request as it should be publicly listed somewhere.

Our response

We've interpreted your request as whether there are any consequences for Royal Mail for failing to publish its performance data monthly and whether fines or penalties in relation to failure to provide monthly performance data is measured monthly, quarterly or yearly.

The Designated Universal Service Provider (DUSP) conditions are regulatory obligations which are imposed on Royal Mail as the designated universal service provider of postal services.

DUSP condition 1 contains (amongst other things) performance targets (Quality of Service (QoS) targets) which Royal Mail must meet. These performance targets are annual obligations measured on average in the United Kingdom as a whole throughout the period of 12 months ending on 31 March in each year, excluding the Christmas period.

DUSP conditions 1.9.2, 1.10.4 and 1.10.6, require Royal Mail to monitor, and publish its performance against the QoS targets. These publications are required for each quarter, as well as each annual period and are published by Royal Mail on their website. We are not involved in the measurement process and there is no obligation on Royal Mail to publish performance data on a monthly basis,

therefore fines or penalties in relation to the failure to publish performance data on a monthly basis are not applicable.

Enforcement

For your information in terms of enforcement, as set out in DUSP condition 1.9.1, Royal Mail is required to meet the QoS targets for each annual period, ending on 31 March in each year, excluding the Christmas Period. If Royal Mail is found to be in contravention of the regulatory requirements in relation to performance, Ofcom has powers to take enforcement action against it, including imposing a penalty, if appropriate, covering the relevant annual period.¹

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](#).

¹ Schedule 7 to the Postal Services Act 2011