

Reference: 01998133

Information Requests
information.requests@ofcom.org.uk

13 June 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail tracked items.

We received this request on 19 May 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

1. Number complaints upheld for failure to provide proof of delivery in last 12 months
2. Information re Royal Mail performance, specifically failure to provide proof of delivery
3. Any enforcement notices re this issue
4. Any other information in the public domain which cites Royal Mail failure and please direct me to the appropriate links or documents

Our response

Ofcom does not investigate individual complaints received about Royal Mail however we require Royal Mail to have effective complaints handling procedures in place and to provide redress where appropriate. Complainants are directed to complain to Royal Mail so that their complaint can be logged and investigated. If no resolution is reached and if appropriate, the complainant can escalate their complaint to Postal Redress Service (POSTRS) – POSTRS provides an independent alternative dispute resolution scheme (ADR) that Royal Mail has signed up to. Personal customers can use this ADR scheme for free. Further information on [how to make a complaint](#) is available on Royal Mail's website.

We also require Royal Mail to publish complaints numbers broken down into certain categories. This information is contained within Royal Mail's "[Quality of Service reports](#)". The most recent report relates to [Quarter 4 2024/25](#).

You might also find it helpful to have a look at these publications: [an update on Royal Mail delivery delays](#), [Statement: Review of postal regulation](#) and [Regulatory monitoring](#) (choosing "Customer Complaints and Compensation Scheme" from the drop-down menu).

Royal Mail provide Ofcom with mail integrity reports annually. The information contained includes details of reported lost and damaged items on an annual basis, so we hold some information that may be relevant to your request, however we do not hold the exact information in the format you requested. The information we do hold was supplied under regulatory reporting obligations set out

in the [Essential Condition 1](#). However, we are unable to disclose this information as we consider its disclosure is exempt under section 44 of the FOI Act.

Section 44 exempts the disclosure of information which is prohibited by or under any enactment. We are prohibited under section 56 of the Postal Services Act 2011 (“the 2011 Act”) from disclosing information which relates to a business, which we have obtained as a result of Part 3 of the 2011 Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways for disclosure under section 56(2) of the 2011 Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test

We also hold further information within the scope of your request, relating to our post monitoring activities considering market wide implementation of measures under Consumer Protection Conditions 3 and 5. These measures apply to all relevant postal operators (parcel delivery firms), including Royal Mail. Again, such information is exempt from disclosure under section 44 of the FOI Act. Section 44(1) of the Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is the Postal Services Act 2011. Section 56 of the Postal Services Act 2011 prevents us from disclosing information that we have obtained, which relates to the affairs of a particular business (so long as the business is carried on), unless we have the consent of that business or one of the other gateways for disclosure in section 56(2) of the Postal Services Act 2011 apply, neither of which apply here. Section 44 is an absolute exemption and does not require a public interest test

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](#).