

Reference: 02083299

Information Requests
information.requests@ofcom.org.uk

16 October 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Evri courier service.

We received this request on 29 September 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

1. *"Under the FOI act please provide details of how you have investigated and enforced Evri Courier service to ensure they they are following your rules? Please provide all available information showing how you monitor and investigate Evri."*

Ofcom has not undertaken enforcement activities, including investigations, against any postal operator, including Evri, relating to applicable Consumer Protection Conditions so far. Ofcom imposed new or updated measures CP3 and CP5 following the 2022 Review of Postal Regulations [Conditions imposed on postal operators](#). Implementation timelines meant the measures came into force:

- CP3, we expected operators to be complying with the guidance on CP 3.2 by 1 April 2023.
- CP5 came into force from 1 November 2023.

Ofcom undertakes monitoring of postal operators, including through use of consumer research. Data is released on our official statistics calendar, with relevant updates labelled: "Experience of parcel delivery survey" - see [here](#). Further information is available from the "Residential Postal Tracker" and "Business Postal Tracker" surveys.

2. *"Please tell me the date that you last reviewed Evri couriers to ensure they are following the ofcom rules published on your website."*

Ofcom's post monitoring programme involves repeated, cyclical engagement with the larger postal operators in the UK, including Evri, to understand market developments and operational changes. This process gathers potential evidence of compliance levels relating to postal regulations. In the event any compliance issues are identified, we have an Enforcement Team ready to investigate matters further.

Ofcom publishes annual updates on monitoring activities - you can find our 2024 report [here](#).

I 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](#).