

Reference: 02057971

Information Requests
information.requests@ofcom.org.uk

1 September 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail delivery delays and failures in CW6 [REDACTED].

We received this request on 4 August 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Please provide any data or records held by Ofcom relating to delivery issues, delays, or failures by Royal Mail in CW6 [REDACTED] during the period from 1st May 2025 to 31st July 2025. This should include, but not be limited to:

- 1. The number and nature of complaints received by Ofcom or reported to Royal Mail regarding delivery delays, lost mail, or service disruptions in the specified area and timeframe.***

We have conducted a search for complaints made to Ofcom which mention both Royal Mail and the postcode/area mentioned in your request and can confirm that we do not hold any such complaints.

However, please note that we do not always receive confirmation as to where a consumer lives when they make a complaint, especially if we receive their complaint via email, so we are not able to provide full complaint information broken down by postcode.

Regarding complaints that have been “reported to Royal Mail”, Ofcom does not hold this as we do not collect such information from Royal Mail.

- 2. Any statistics, reports, or analyses on Royal Mail's performance in that area, including causes of delays (e.g., staffing issues, operational problems, or localised disruptions).***

Following a reasonable search we do not hold the information requested specifically for the postcode mentioned in your request.

- 3. Details of any investigations, enforcement actions, or communications between Ofcom and Royal Mail concerning postal service quality in the specified area during this period.***

You can find information on enforcement actions against Royal Mail, including investigations, in our [Enforcement Bulletin](#).

- 4. Aggregated data on delivery success rates or failure rates for first-class post in the area, if available.***

Following a reasonable search we do not hold the information requested specifically for the postcode mentioned in your request.

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](#).