

Reference: 2145606

Information requests

information.requests@ofcom.org.uk

5 March 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Mail Delivery Issues and Missing Letters.

We received this request on 9 February 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

I am writing to inquire about the incidence of missing letters in the postal system, specifically regarding official correspondence such as fines and legal notices.

I would like to know if there are any statistics or reports available that detail the percentage of mail that fails to reach its intended recipient. Additionally, I am interested in any known factors or common reasons for such delivery failures.

Your assistance in providing this information would be greatly appreciated.

This information is publicly available on the International Distribution Service website [here](#).

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](#).