

Reference: 02166924

Information Requests
information.requests@ofcom.org.uk

24 March 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail lost parcels.

We received this request on 24 February 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

- 1) *Can you kindly investigate how many lost parcel claims have been rejected by Royal mail in the past 24 months.*
- 2) *Can you then also investigate how many of those claimants whose claims were rejected were refunded their postage for failed deliveries.*
- 3) *Can you please establish a reason as to why claimants were not refunded their postage where Royal Mail lost their parcels and failed to deliver it.*

Our response

Please note that Ofcom does not consider or determine individual complaints about parcels and therefore does not generally hold information on individual Royal Mail complaints including the specific remedial actions and refund decisions.

Ofcom has, however, imposed obligations on Royal Mail and other postal operators regarding complaints handling procedures (see consumer protection condition 3: [Conditions imposed on postal operators](#)), and issued guidance on their implementation (see [Annex 4 Guidance on Complaints Handling](#)).

Royal Mail also publishes [Quarterly Quality of Service and Complaints reports](#) under the rules they adhere to as the Designated Universal Service Provider (DUSP) that contains the information relating to questions 1 and 2.

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](#).