

Reference: 02188076

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

15 May 2026

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail delivery performance.

We received this request on 17 April 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

#### Your request & our response

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*I am writing to request information relating to Royal Mail delivery performance and regulatory enforcement.*

*1. For each of the last three full reporting years (2022/23, 2023/24 and 2024/25), please provide: The percentage of First Class mail delivered on time, The percentage of Second Class mail delivered on time, The total financial penalties (£) imposed on Royal Mail in each year relating to delivery performance.*

Information regarding delivery performance of Royal Mail and financial penalties can be found here [committees.parliament.uk/publications/52598/documents/292771/default/](https://committees.parliament.uk/publications/52598/documents/292771/default/).

Royal Mail published information can be found here [Quality of Service](#), including Postcode Area data for First Class USO delivery performance on a quarterly basis.

*2. For the most recent full reporting year available (2024/25), please provide: Any available breakdown of on-time delivery performance (%) for First Class and Second Class mail by geographic area (for example, by region, mail centre, or any other reporting geography used by Ofcom).*

Please see Royal Mail’s [Quarterly Quality of Service & Complaints Report](#).

*3. If held in a readily accessible format, please also provide: Any dataset or table identifying the lowest-performing geographic areas for First Class and Second Class delivery, including the percentage of mail delivered on time in those areas. If postcode-level data is not held, please provide the closest available geographic breakdown used for regulatory monitoring.*

See Royal Mail Quality of Service data, as per response to Question 1. Please see our [Annual monitoring report on the postal market](#) for Ofcom Post monitoring report and interactive data.

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](mailto: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](#).