



Measuring user experience of parcel delivery to residential addresses

Fieldwork January/July 2025

Published Report: 22 October 2025



Objectives & Methodology

This study has been conducted over six waves to date - two waves in 2023 (Wave 1: January 23 and Wave 2: July / August 23), two waves in 2024 (Wave 3: January /February 24 and Wave 4: July 24) and two waves in 2025 (Wave 5: January 25 and Wave 6: July 25). Data collected from the two waves within each calendar year have been combined to provide annual statistics that are based on large, reliable sample sizes. Basing annual statistics on data collected at two separate points within the year reduces the risk of seasonal variations in service impacting on the data.

In 2025, an online survey was conducted by Yonder Consulting and completed by **4,058 people** aged 16+. The sample was comprised of UK residents who had experience of UK delivery companies in the six months prior to research. All data was weighted to align with the UK population profile on age and gender, region, ethnicity, and social grade to ensure alignment with known proportions occurring naturally within the UK population.

The primary objective of the research was to understand the experience of residential recipients when receiving parcel deliveries. Specifically, Ofcom are seeking track the following over time:

- Measure the reported quality of service received from different delivery companies;
- Measure the reported satisfaction and experience with different delivery companies when making a complaint (or customer contact)*;
- Understand the experience of recipients with impacting/limiting conditions, and the reported quality of service they receive from delivery companies, and the experiences of recipients with impacting/limiting conditions when sending parcels.
- Compare any differences in experience of those living in urban/rural areas.
- Further details on how the research defined recipients with impacting/limiting conditions and those in urban and rural areas and are set out in Appendix 2.

* We do not show or report on any delivery company specific data with a sample size of less than 100, to ensure statistically robust analysis.

Summary of key findings

1

Overall, just over two thirds of respondents (68%) reported experiencing an issue across any delivery operator in 2025. This proportion is consistent with previous years. The three most common delivery issues are parcels being delayed, left in inappropriate locations, and a delivery person not knocking the door loudly enough or ringing the doorbell.

2

The average overall satisfaction with delivery companies in 2025 is consistent with last year's findings, at 78%. Similarly, 78% of respondents would like to see at least one service improvement across delivery services, also in line with results from 2024. The three most desired improvements are better tracking information, being given more time to answer the door, and delivery instructions being followed.

3

On average, just under half (47%) of recipients who made contact with a delivery service are satisfied with the contact process – this averages customer satisfaction with contacting the delivery company, how the contact was handled, and how the issue was resolved. Average satisfaction is consistent with previous years, though varies across delivery services between 31% and 57%. The most common cause of dissatisfaction with the contact process is the inability to contact the company by phone (53%).

4

Individuals with disabilities or limiting conditions continue to report a higher number of delivery issues than those without such conditions and express marginally more dissatisfaction with the contact process.

Delivery issues have been grouped for analysis as follows:

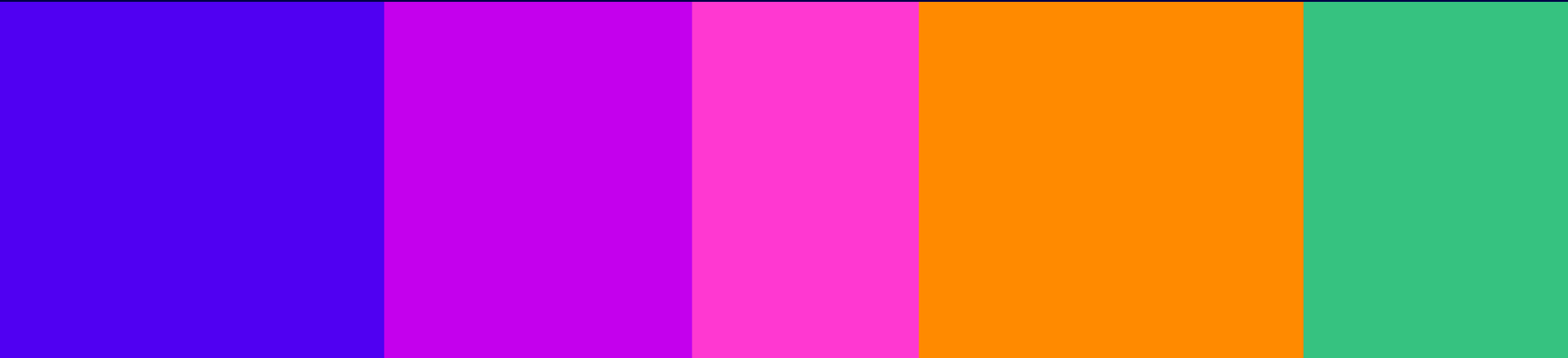


NET*: Not delivered on time as expected	NET: Accessibility issues	NET: Courier/transit issues	NET: Lack of information / options
Parcel was not delivered	Parcel collection point was not convenient	Parcel was damaged	Inconvenient options for delivery
Parcel delivery was delayed	I was not given sufficient time to answer the door	Did not attempt to deliver in person (e.g. left 'you were not in' card even when I was at home to collect parcel)	Incorrect or insufficient tracking information
	Parcel left in inaccessible place	Parcel left in inappropriate location	Unable to rearrange the delivery
	I was required to sign a form I could not read	Delivery person was rude or unhelpful	
	The process for selecting a timeslot was not accessible to me	Delivery person did not knock loudly enough or ring the doorbell	
	The process for requesting special delivery instructions was not accessible to me	Parcel was not left in my nominated safe space	
	Parcel delivered to a location that I could not access (e.g. local shop or post office)		

The term “NET” is used to describe a group of different response, as indicated in the table.

Section 1

Experience of delivery issues



Across all delivery operators, an average of just over one third (36%) of recipients had experienced a delivery issue in the previous 6 months in 2025



Experience of issues (Top 10) – by company (2025 data)

Significantly higher/lower than the average at 95% confidence

Average delivery company score		DHL	Parcelforce	DPD	UPS	FedEx	Royal Mail	Yodel	DX Delivery	TNT Express	Amazon	Evri	NET: Any company
NET: Any issues experienced	36%	29%	26%	28%	30%	32%	34%	39%	35%	39%	42%	45%	68%
Parcel delivery was delayed	8%	5%	5%	5%	6%	6%	11%	9%	5%	5%	8%	14%	28%
Parcel left in inappropriate location	8%	4%	3%	5%	3%	3%	4%	10%	2%	3%	15%	13%	26%
Delivery person did not knock loudly enough or ring the doorbell	7%	5%	4%	5%	5%	3%	5%	8%	4%	5%	12%	10%	20%
I was not given sufficient time to answer the door	6%	4%	3%	5%	4%	3%	5%	7%	4%	6%	11%	8%	19%
Did not attempt to deliver in person*	4%	2%	3%	4%	3%	3%	5%	5%	4%	3%	5%	6%	16%
Parcel was not delivered	4%	2%	2%	2%	2%	3%	5%	5%	3%	2%	5%	7%	16%
Incorrect or insufficient tracking information	4%	2%	3%	3%	2%	2%	5%	5%	4%	5%	3%	6%	14%
Parcel was not left in my nominated safe space	5%	3%	2%	3%	3%	4%	4%	6%	2%	6%	8%	7%	16%
Parcel was damaged	4%	2%	3%	2%	2%	3%	4%	4%	5%	4%	6%	6%	15%
The process for selecting a timeslot was not accessible to me	4%	4%	4%	4%	4%	4%	4%	4%	3%	5%	4%	5%	9%

Source: Ofcom Quality of postal services survey Jan/Jul-25

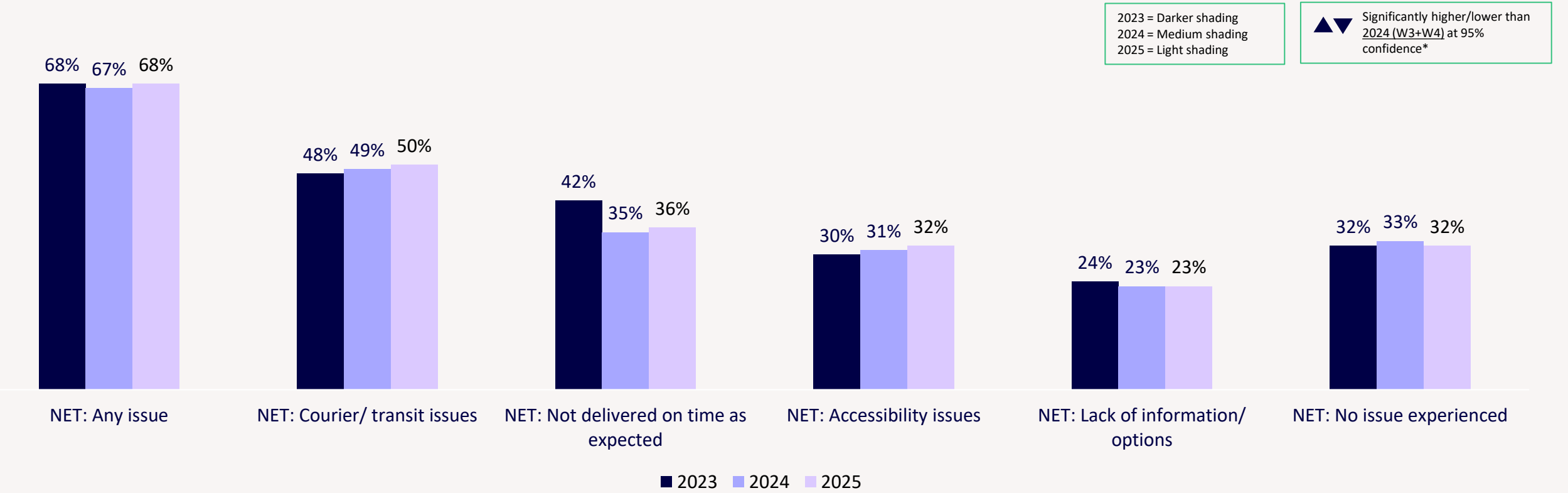
Q3. Delivery issues - all experienced: Which, if any, of the following issues have you experienced with these delivery companies in the last 6 months?

Q3. Base: All respondents who have used [delivery company] in the past 6 months JAN/JULY 2025: Total (4058), Royal Mail (3753), DHL (1705), DPD (2759), FedEx (734), Evri (3236), Parcelforce (1632), TNT Express (333), UPS (930), Yodel (2061), Amazon (3594), DX Delivery Services (402), Average across companies (4058). The average across companies was calculated by adding up all scores and dividing by the number of delivery companies.. * Full text: Did not attempt to deliver in person (e.g. left 'you were not in' card even when I was at home to collect parcel)

In 2025, two thirds (68%) continued to report having experienced an issue, with courier / transit issues remaining the most experienced type of issue



Experience of delivery issues – NET Any delivery company (2023 vs 2024 vs 2025 data)



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q3. Delivery issues - all experienced: Which, if any, of the following issues have you experienced with these delivery companies in the last 6 months? Q3. Base: All respondents who have used [delivery company] in the past 6 months JAN/JUL 2025: Total (2029/2084) Annual total 2023/2024/2025 (4107/4048/4058). *No significant differences from 2024 to 2025.

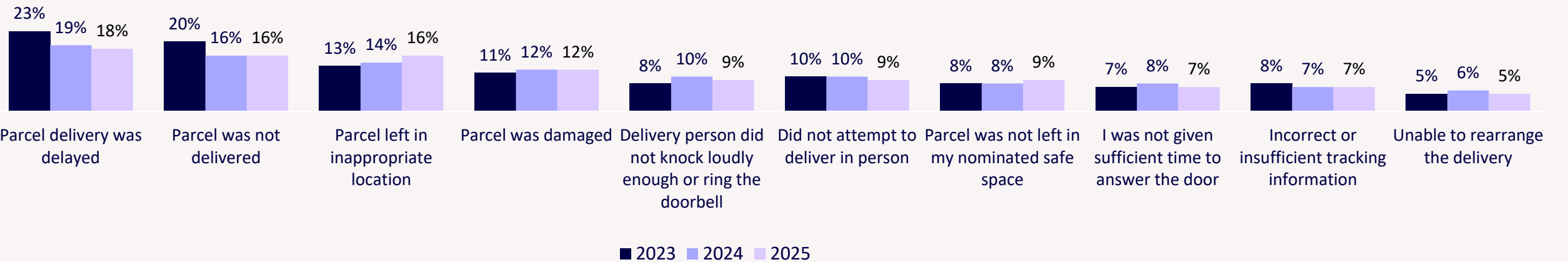
In 2025, parcels not being delivered, being delayed or left in inappropriate locations remain the most common issues that respondents contacted delivered operators about



Issues for which contact was made (Top 10) – NET Any delivery company (2023 vs 2024 vs 2025 data)

2023 = Darker shading
2024 = Medium shading
2025 = Lighter shading

▲ ▼ Significantly higher/lower than 2024 at 95% confidence*



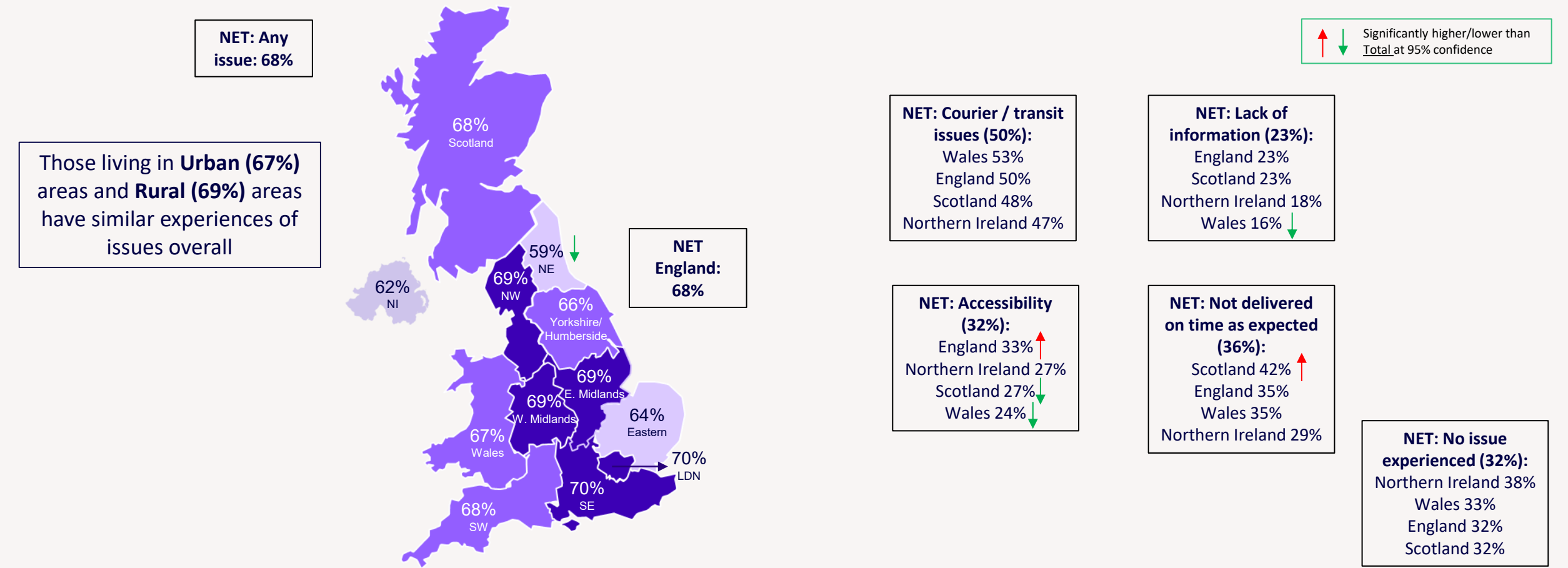
Source: Ofcom Quality of postal services survey Jan/Jul-25

Q4. Issue contact - screener: You said you have had the following issues with [delivery company] in the last 6 months. Which, if any, have you contacted the delivery company about?

Q4. Base: All respondents who have experienced an issue with [delivery company] in the past 6 months JAN/JUL 2023/ JAN/JULY 2024/ JAN/JULY 2025: Total (2799/2706/2738). *No significant differences from 2024 to 2025.

The proportion of parcel recipients experiencing any delivery issues are lower in the North East of England compared to the UK average

Experience of delivery issues – **NET Any delivery company (2025) / Region**



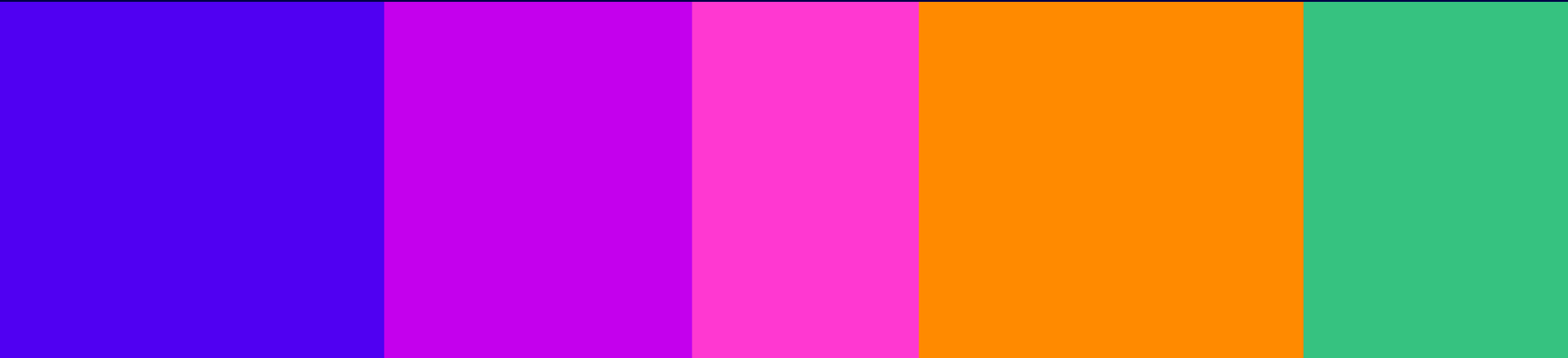
Source: Ofcom Quality of postal services survey Jan/Jul-25

Q3. Delivery issues - all experienced: Which, if any, of the following issues have you experienced with these delivery companies in the last 6 months?

Q3. Base: All respondents who have used [delivery company] in the past 6 months 2025: Total (4058), North East (168), North West (444), Yorkshire and the Humber (312), West Midlands (391) East Midlands (285), East of England (416), London (479) , South East (514), South West (361), Scotland (370), Wales (192), Northern Ireland (126), NET England (3370), Urban (3381), Rural (503)

Section 2

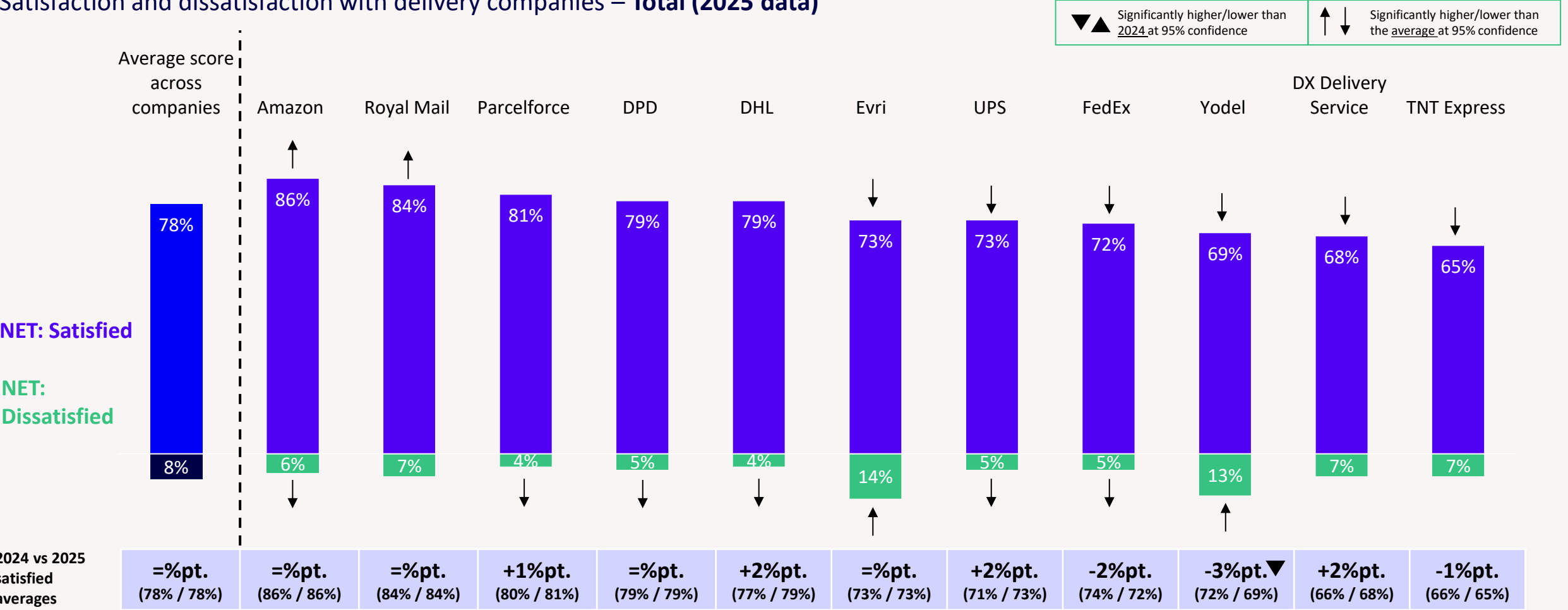
Satisfaction with delivery companies



On average across delivery companies, 78% of recipients were satisfied with the delivery experience overall – in line with last year



Satisfaction and dissatisfaction with delivery companies – Total (2025 data)



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q2. Satisfaction with delivery: And over the past 6 months, how satisfied or dissatisfied are you with your deliveries from ...?

Q2. Base: All respondents who have used [delivery company] in the past 6 months JAN/JULY 2025: Total (4058), Royal Mail (3752), DHL (1705), DPD (2759), FedEx (734), Evri (3236), Parcelforce (1632),

TNT Express (333), UPS (930), Yodel (2061), Amazon (3594), DX Delivery Services (401), All company average (4058).

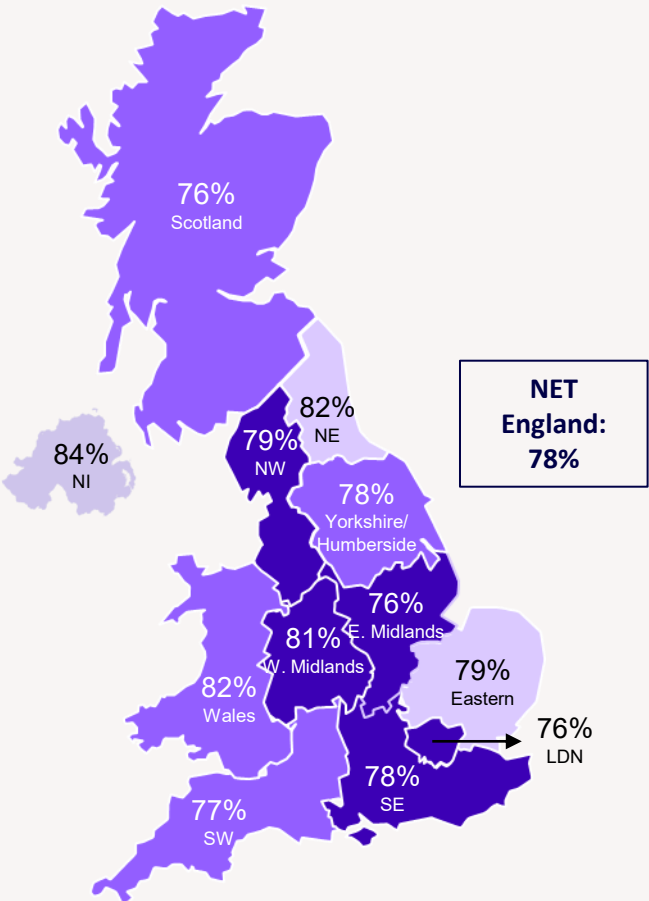
The “Average across companies score” was calculated by taking the total number of satisfied responses and dividing this by the total number of contact experiences rated by our sample.

The proportion of those satisfied with delivery operators is similar across the nations and regions

Satisfaction and dissatisfaction with delivery companies – **NET Any delivery company (2025) / Region**

NET: Satisfied: 78%

↑ ↓ Significantly higher/lower than
Total at 95% confidence*



On average, there were no **significant** differences in satisfaction for those living in **Urban (79%)** and **Rural (79%)** areas.

Source: Ofcom Quality of postal services survey Jan/Jul-25

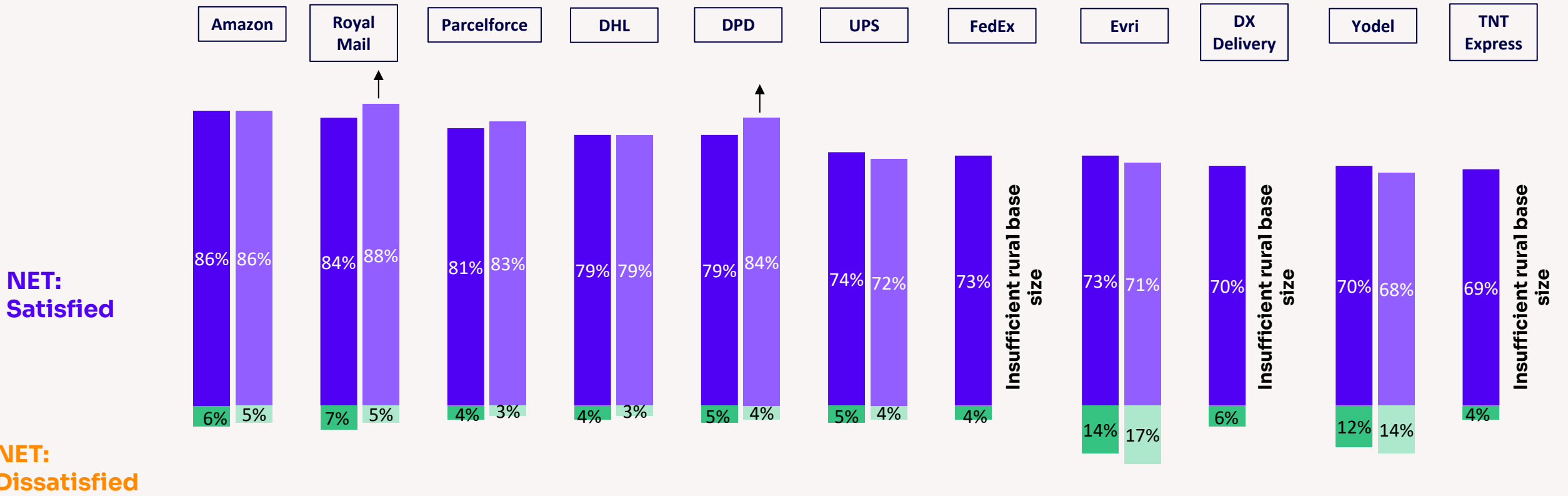
Q2. Satisfaction with delivery: And over the past 6 months, how satisfied or dissatisfied are you with your deliveries from ...?

Q2. Base: All respondents who have used [delivery company] in the past 6 months 2025 Total (4058), North East (168), North West (444), Yorkshire and the Humber (312), West Midlands (391) East Midlands (285), East of England (416), London (479) , South East (514), South West (361), Scotland (370), Wales (192), Northern Ireland (126), NET England (3370), Urban (3381), Rural (503). The “Average across companies score” was calculated by taking the total number of satisfied responses and dividing this by the total number of contact experiences rated by our sample. *2025 data shows no significant differences across regions

Royal Mail and DPD have a higher level of satisfaction in Rural areas, although most other operators continue to be similar in urban and rural locations



Satisfaction and dissatisfaction with delivery companies – **Urban vs Rural (2025 – based on postcodes)**



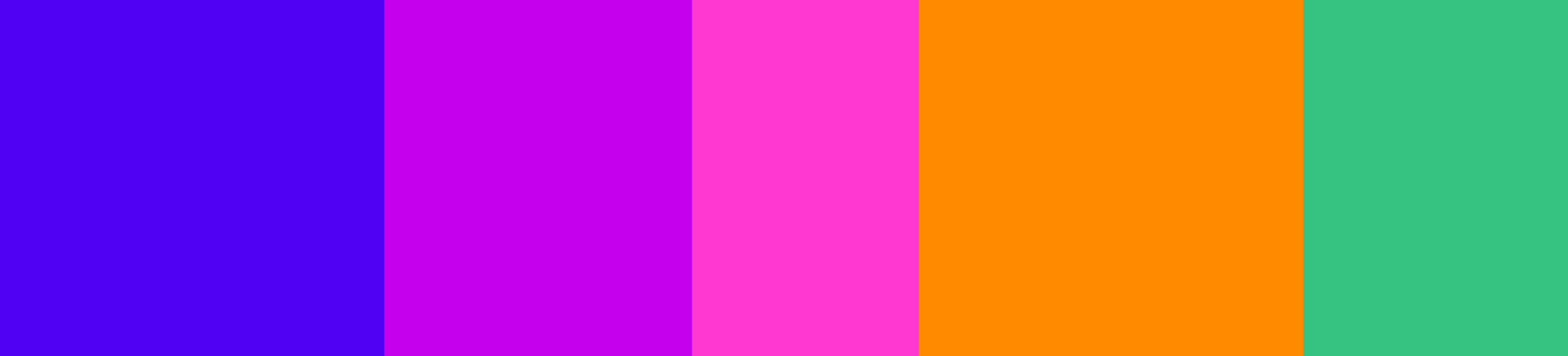
Source: Ofcom Quality of postal services survey Jan/Jul-25

Q2. Satisfaction with delivery: And over the past 6 months, how satisfied or dissatisfied are you with your deliveries from ...?

Q2. Base: All respondents who have used [delivery company] in the past 6 months 2025: Total (3381 Urban, 503 Rural), Royal Mail (3122 Urban, 485 Rural), DHL (1409 Urban, 216 Rural), DPD (2290 Urban, 371 Rural), FedEx (595 Urban, 80 Rural), Evri (2680 Urban, 435 Rural), Parcelforce (1330 Urban, 253 Rural), TNT Express (264 Urban, 41 Rural), UPS (762 Urban, 109 Rural), Yodel (1689 Urban, 294 Rural), Amazon (3009 Urban, 442 Rural), DX Delivery Services (320 Urban, 55 Rural) **Excluded due to small base size below 100.**

Section 3

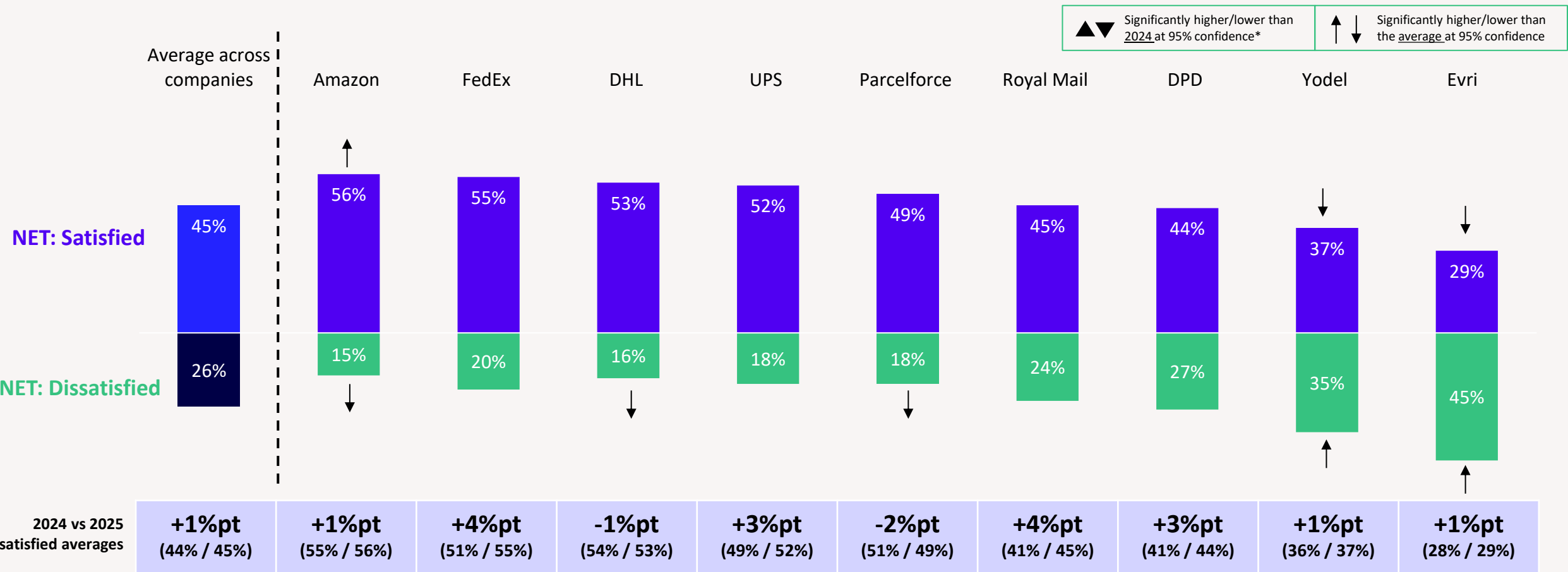
Satisfaction with the contact process



On average, 45% of those who contacted a delivery company to discuss an issue were satisfied with the experience



Satisfaction and dissatisfaction with contact process - **Contacting the delivery company to discuss an issue (2025 data)**



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q6. Complaint satisfaction: Thinking about the last time you contacted [delivery company], how satisfied were you with the following aspects of the contact process?

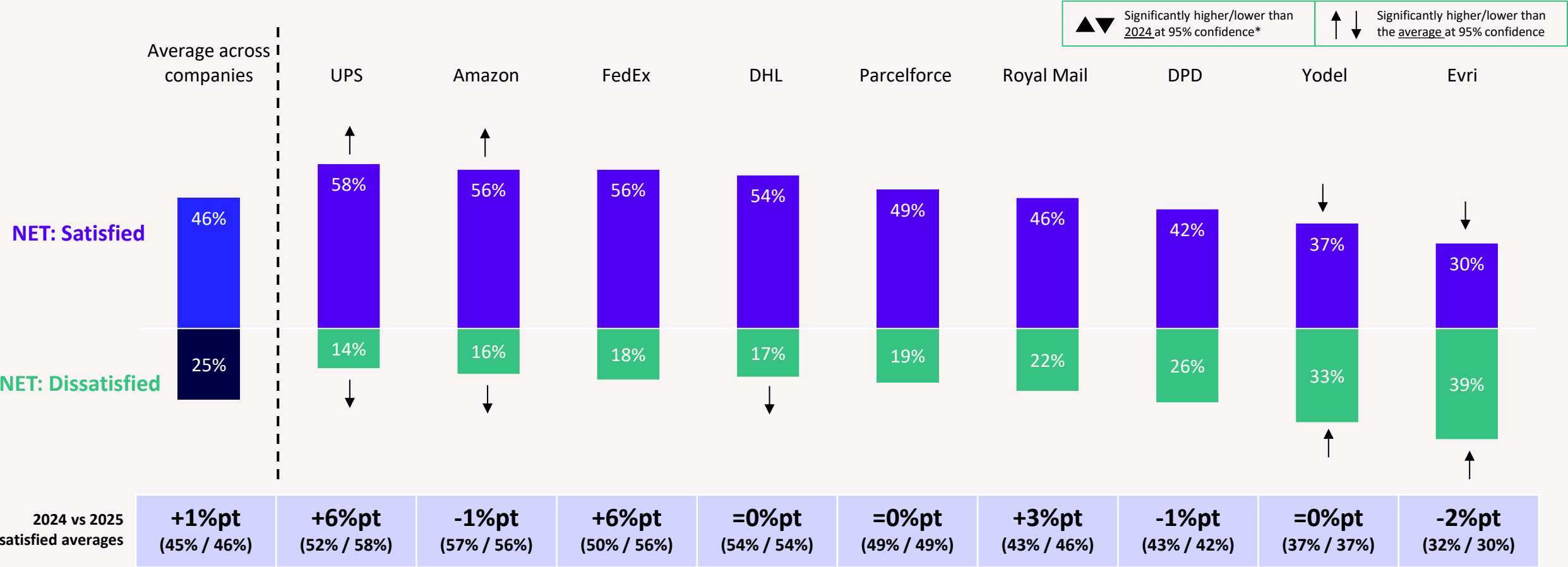
Q6. Base: All respondents who have contacted about an issue [delivery company] in the past 6 months JAN/JULY 2025: Total (1659), Royal Mail (535), DHL (214), DPD (333), FedEx (121), Evri (702), Parcelforce (178), UPS (126), Yodel (351), Amazon (707). The “Average across companies score” was calculated by taking the total number of satisfied responses and dividing this by the total number of contact experiences rated by our sample.

Results for delivery companies with sample sizes of less than 100 have not been shown. *No significant differences from 2024 to 2025.

On average, 46% were satisfied with how their complaint was handled by staff, a similar proportion to 2024 (45%)



Satisfaction and dissatisfaction with contact process - **How your contact or complaint was handled by staff at the delivery company (2025 data)**



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q6. Complaint satisfaction: Thinking about the last time you contacted [delivery company], how satisfied were you with the following aspects of the contact process?

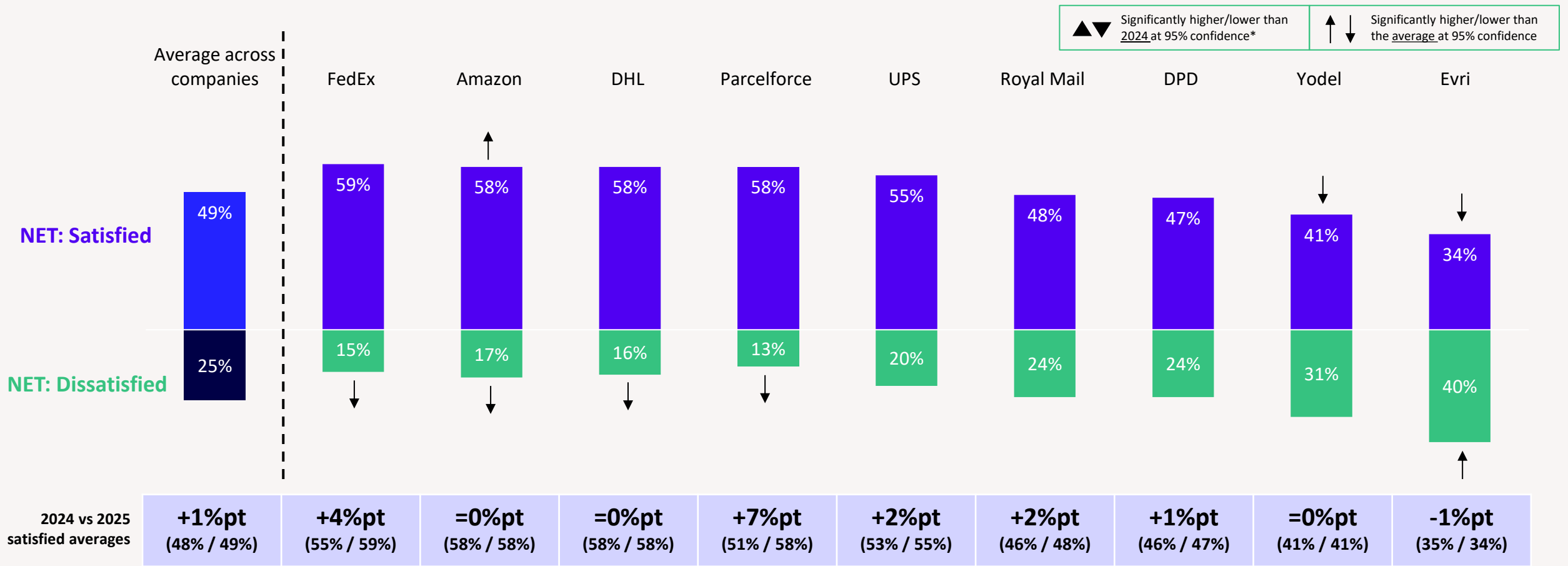
Q6. Base: All respondents who have contacted about an issue [delivery company] in the past 6 months JAN/JULY 2025: Total (1659), Royal Mail (535), DHL (214), DPD (333), FedEx (121), Evri (702), Parcelforce (178), UPS (126), Yodel (351), Amazon (707). The “Average across companies score” was calculated by taking the total number of satisfied responses and dividing this by the total number of contact experiences rated by our sample.

Results for delivery companies with sample sizes of less than 100 have not been shown. *No significant differences from 2024 to 2025.

On average, 49% of those contacting each delivery company were satisfied that their issue was resolved, in line with last year



Satisfaction and dissatisfaction with contact process - **That your issue was resolved (2025 data)**



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q6. Complaint satisfaction: Thinking about the last time you contacted [delivery company], how satisfied were you with the following aspects of the contact process?

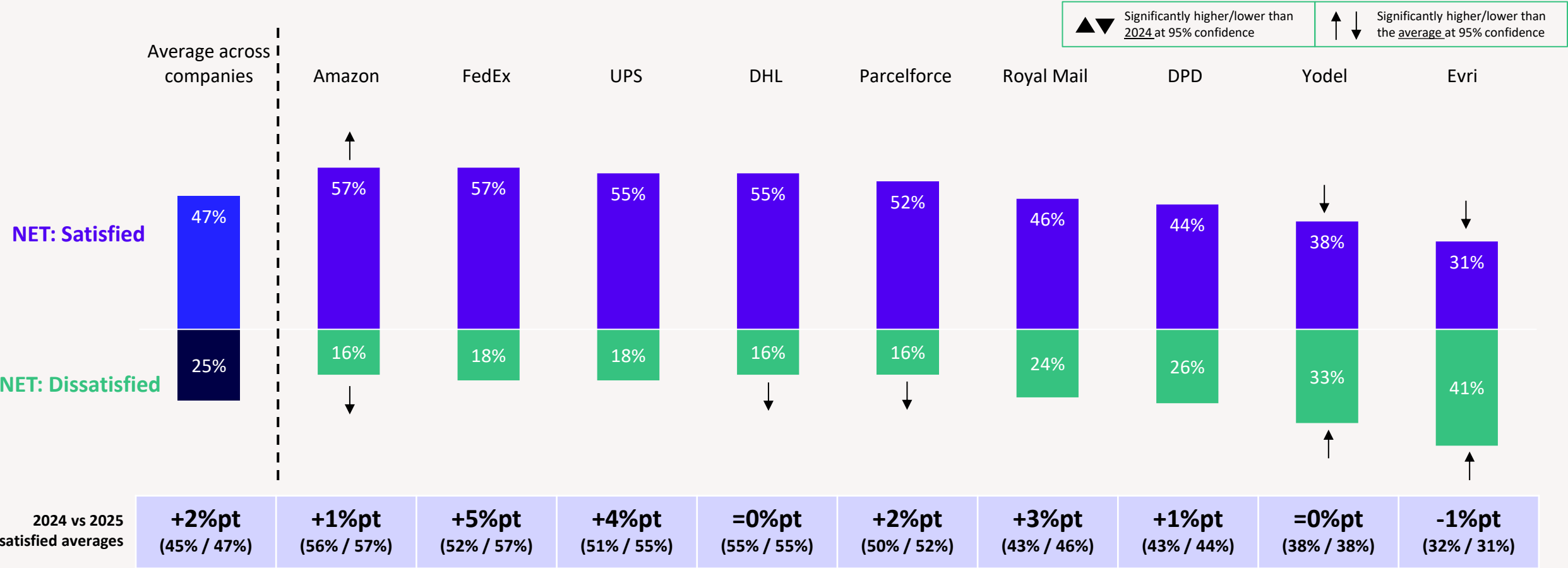
Q6. Base: All respondents who have contacted about an issue [delivery company] in the past 6 months JAN/JULY 2025: Total (1659), Royal Mail (535), DHL (214), DPD (333), FedEx (121), Evri (702), Parcelforce (178), UPS (126), Yodel (351), Amazon (707). The "Average across companies score" was calculated by taking the total number of satisfied responses and dividing this by the total number of contact experiences rated by our sample.

Results for delivery companies with sample sizes of less than 100 have not been shown. *No significant differences from 2024 to 2025.

Across the three elements of the contact process, on average, just under half (47%) of those who made contact were satisfied – in line with 2024



Satisfaction and dissatisfaction with contact process - **Average across elements of the contact process (2025 data)**



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q6. Complaint satisfaction: Thinking about the last time you contacted [delivery company], how satisfied were you with the following aspects of the contact process?

Q6. Base: All respondents who have contacted about an issue [delivery company] in the past 6 months JAN/JULY 2025: Total (1659), Royal Mail (535), DHL (214), DPD (333), FedEx (121), Evri (702), Parcelforce (178), UPS (126), Yodel (351), Amazon (707). The “Average across companies score” was calculated by taking the total number of satisfied responses and dividing this by the total number of contact experiences rated by our sample.

Results for delivery companies with sample sizes of less than 100 have not been shown. *No significant differences from 2024 to 2025.

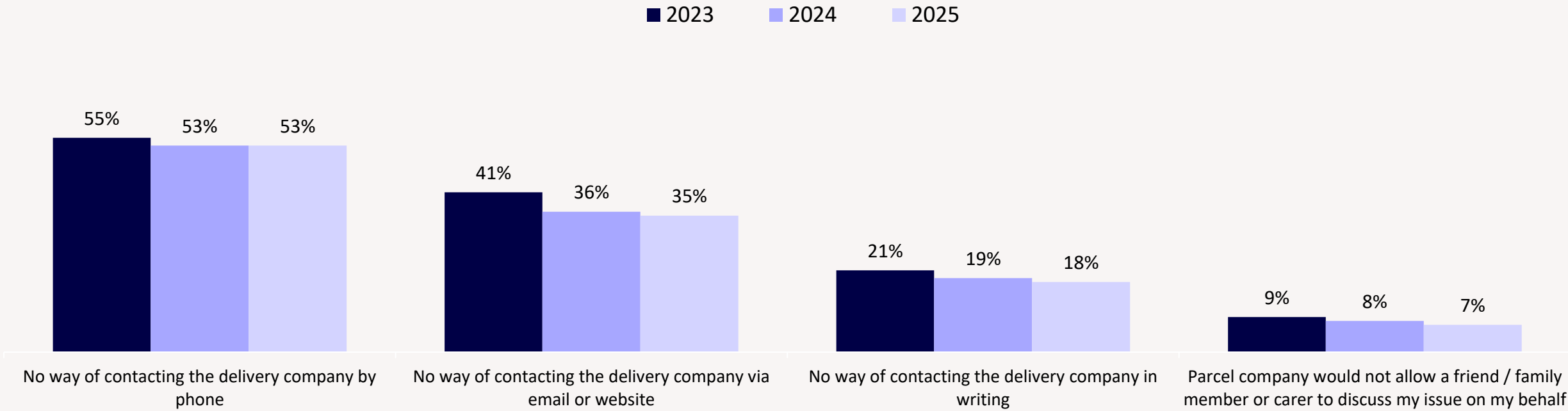
Among those dissatisfied with the process of contacting the delivery company, over half (53%) said that this was because there was no way to contact the company by telephone



Dissatisfaction with contact – NET: Any company (2023 VS 2024 VS 2025 data)

2023 = Darker shading
2024 = Medium shading
2025 = Lighter Shading

▲ ▼ Significantly higher/lower than 2024 at 95% confidence*



Source: Ofcom Quality of postal services survey Jan/Jul-25

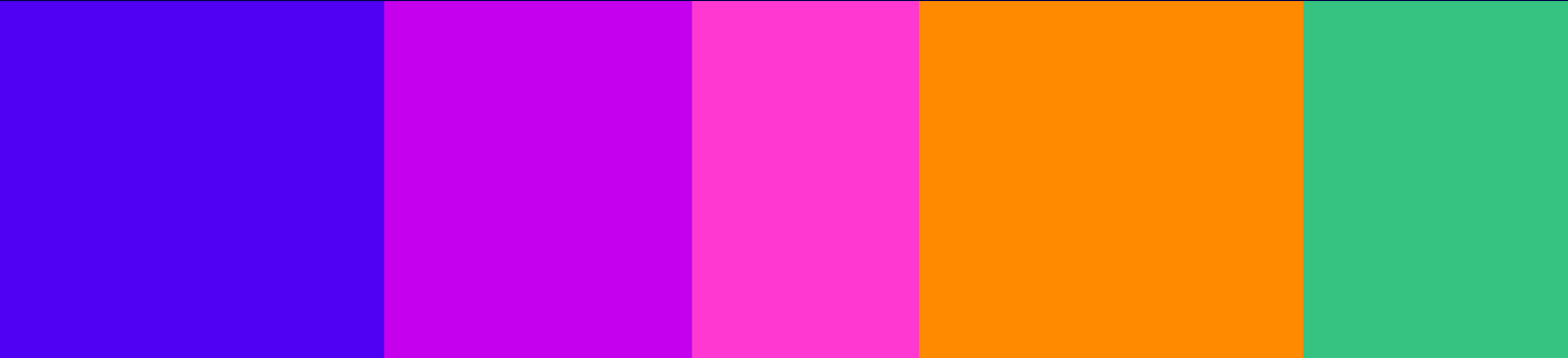
Q7. Difficulty in contact: Why were you dissatisfied with the process of contacting [delivery company]?

Q7. Base: All respondents who have contacted [delivery company] and were dissatisfied JAN 2025/ JUL 2025: Net Any (654)

Reasons mentioned by less than 5% have not been shown. *No significant differences from 2024 to 2025.

Section 4

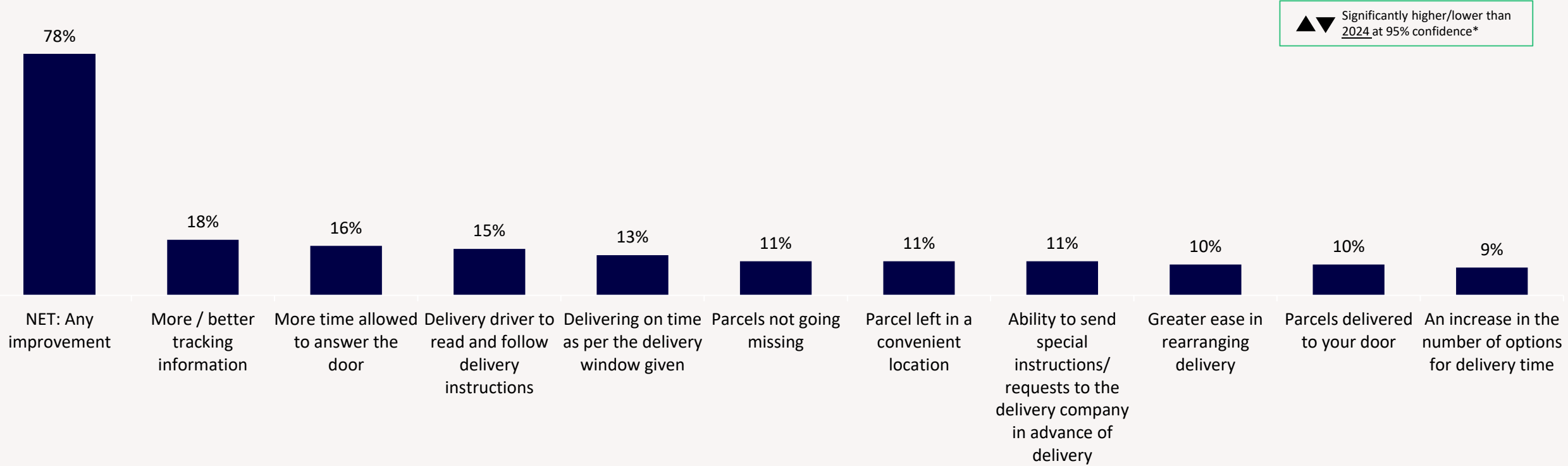
Suggested service improvements



Just under eight in ten (78%) parcel recipients would like to see at least one service improvement



Suggested improvements (Top 10) – NET: Any company (2025 data)



▲▼ Significantly higher/lower than 2024 at 95% confidence*

2024 vs 2025

=%pt. (78% / 78%)	=%pt. (18% / 18%)	=%pt. (16% / 16%)	+1%pt. (14% / 15%)	=%pt (13% / 13%)	-1%pt (12% / 11%)	=%pt. (11% / 11%)	+1%pt. (10% / 11%)	+1%pt. (9% / 10%)	+1%pt. (9% / 10%)	-1%pt. (10% / 9%)
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Source: Ofcom Quality of postal services survey Jan/Jul-25

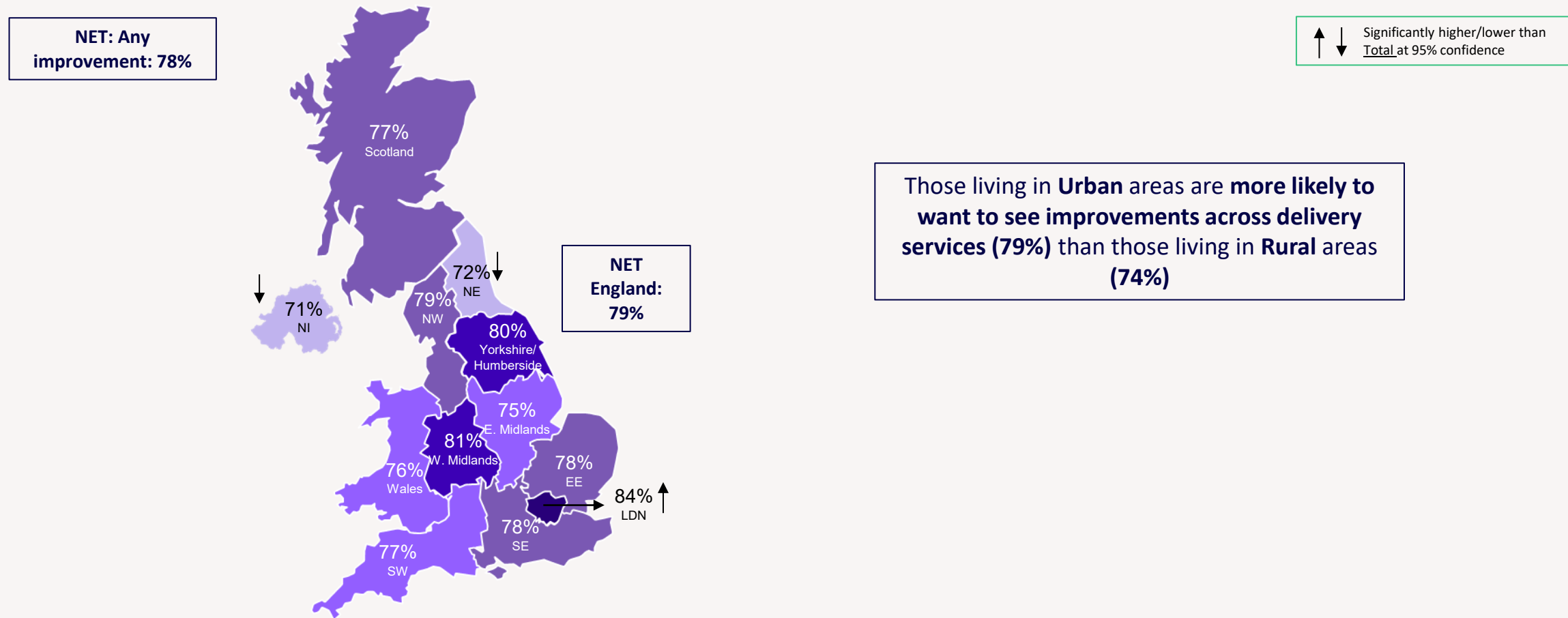
Q8. QoS: Of the following areas, in which would you most like to see improvement on the part of the delivery companies that have delivered to you in the last 6 months

Q8. Base: All respondents who have used [delivery company] in the past 6 months JAN/JULY 2025: (4058).

*No significant differences from 2024 to 2025.

Those living in urban areas, and in particular London, tend to want more improvements across delivery services

Suggested improvements – **NET Any delivery company (2025) / Region**



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q8. QoS: Of the following areas, in which would you most like to see improvement on the part of the delivery companies that have delivered to you in the last 6 months

Q8. Base: All respondents who have used [delivery company] in the past 6 months 2025 Total (4058), North East (168), North West (444), Yorkshire and the Humber (312), West Midlands (391) East Midlands (285), East of England (416), London (479), South East (514), South West (361), Scotland (370), Wales (192), Northern Ireland (126), NET England (3370), Urban (3381), Rural (503)

Collaboration

Excellence

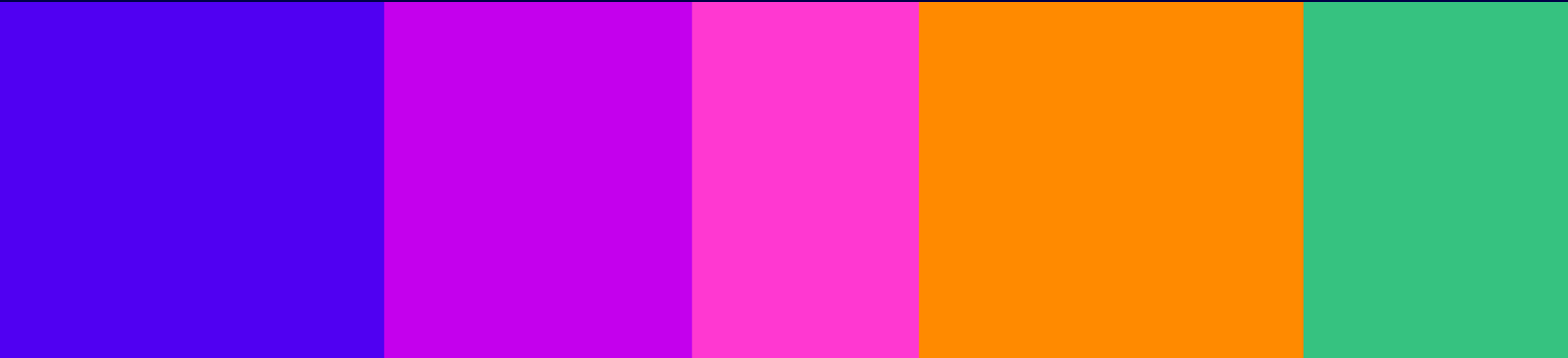
Agility

Empowerment

Respect

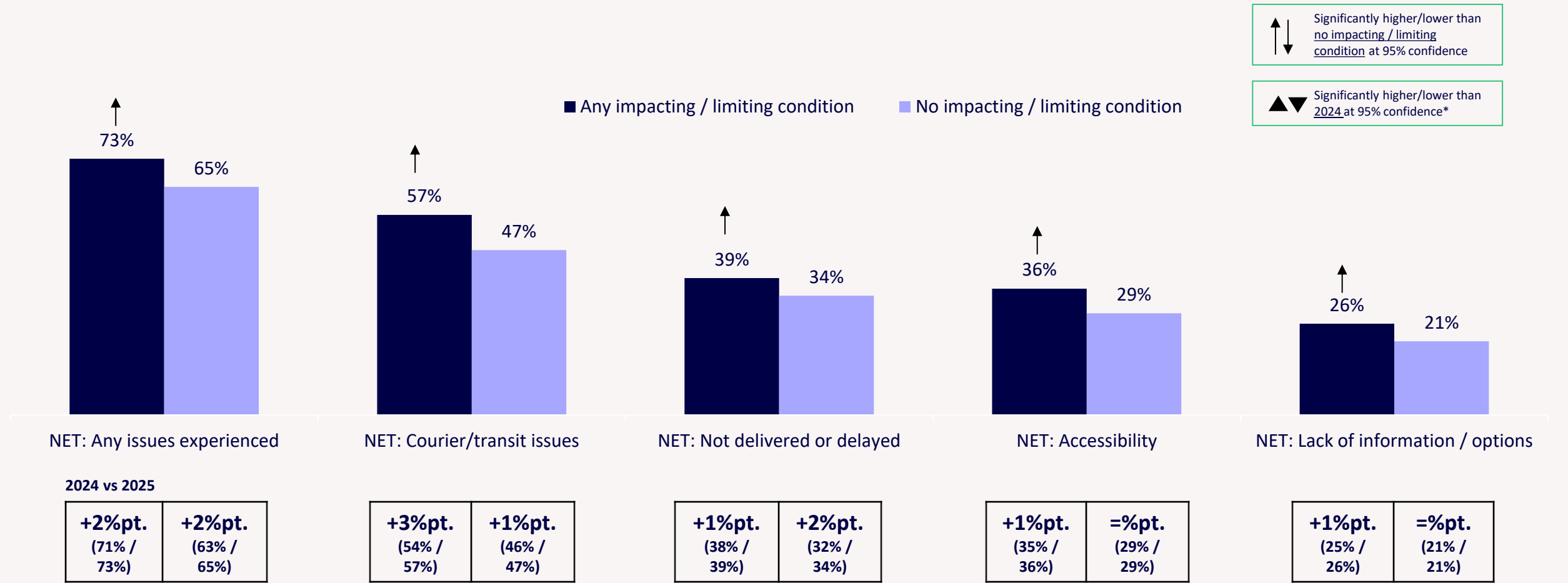
Section 5

Users with an impacting / limiting condition



Users with impacting/limiting conditions remain significantly more likely to experience problems with delivery services in 2025 than those without

Experience of issues across all delivery companies – **those with impacting / limiting conditions (2025 data)**



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q3. Delivery issues - all experienced: Which, if any, of the following issues have you experienced with these delivery companies in the last 6 months?

Q3. Base: All respondents who have used [delivery company] in the past 6 months JAN/JULY 2024 COMBINED: Total (4048), Any impacting/limiting condition (1581), No impacting/limiting condition (2394); JAN/JULY 2025 COMBINED: Total (4058), Any impacting/limiting condition (1448), No impacting/limiting condition (2495). *No significant differences from 2024 to 2025.

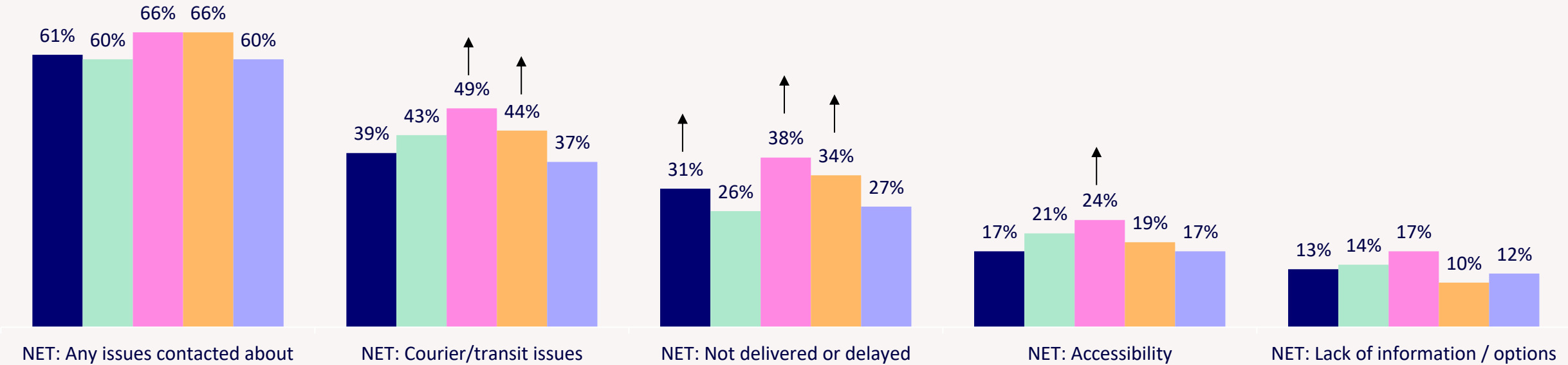
Users with eyesight conditions are more likely to contact delivery companies about issues compared to those with no impacting or limiting conditions

Issues contacted about – **by any company (2025 data)**



↑↓ Significantly higher/lower than no impacting / limiting condition at 95% confidence

■ NET: Any impacting/limiting condition ■ Hearing ■ Eyesight ■ Mobility ■ No impacting / limiting condition



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q4. Issue contact - screener: You said you have had the following issues with [delivery company] in the last 6 months. Which, if any, have you contacted the delivery company about

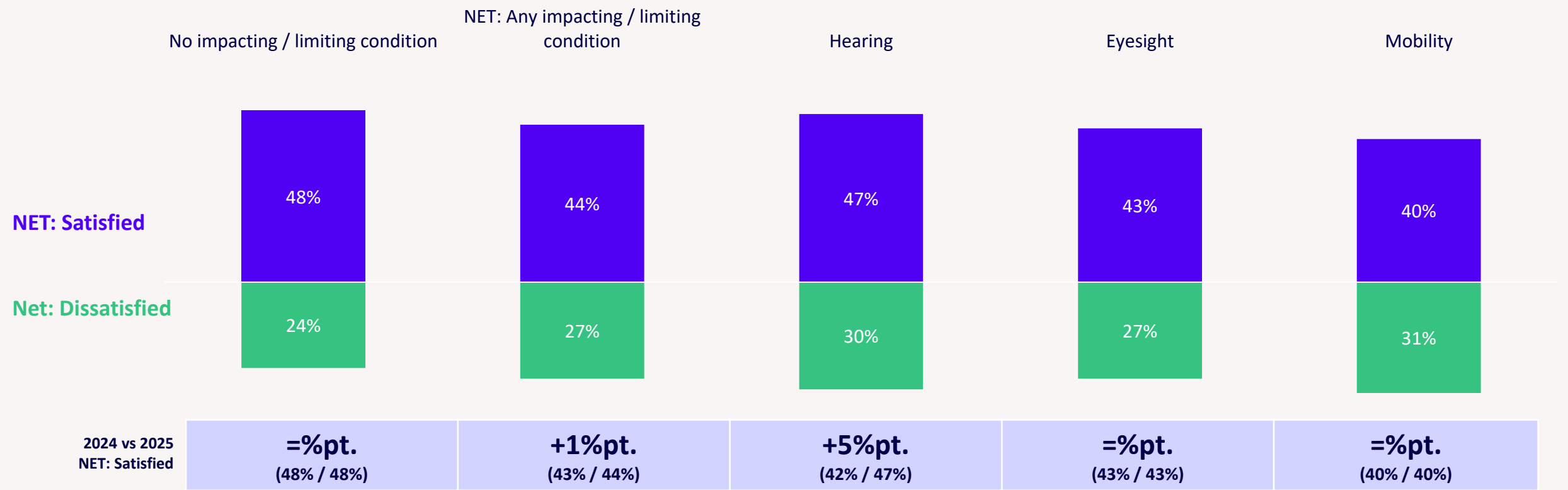
Q4. Base: All respondents who have experienced an issue with [delivery company] in the past 6 months JAN/JULY 2024: Total (2706), Any impacting/limiting condition (1077), Hearing (180), Eyesight (184), Mobility (270) No impacting/limiting condition (1541); JAN/JULY 2025: Total (2738), Any impacting/limiting condition (1059), Hearing (169), Eyesight (163), Mobility (295) No impacting/limiting condition (1609)

Those with limiting/impacting conditions show a lower level of satisfaction with the complaints process than those without such conditions



Satisfaction with complaints service among those with an impacting/limiting condition -
Average across elements of the contact process (2025 data)

▲ ▼ Significantly higher/lower than 2024 at 95% confidence*



Source: Ofcom Quality of postal services survey Jan/July-25

Q6. Complaint satisfaction: Thinking about the last time you contacted [delivery company], how satisfied were you with the following aspects of the contact process?

Q6. Base: All respondents who have contacted about an issue [delivery company] in the past 6 months JAN/JULY 2025 impacting/limiting condition (642),Hearing (100), Eyesight (108), Mobility (190) No impacting/limiting condition (976). These satisfaction scores represent the average proportion of the group who were satisfied/dissatisfied with contact process elements with any of the providers that they had contacted. *No significant differences from 2024 to 2025.

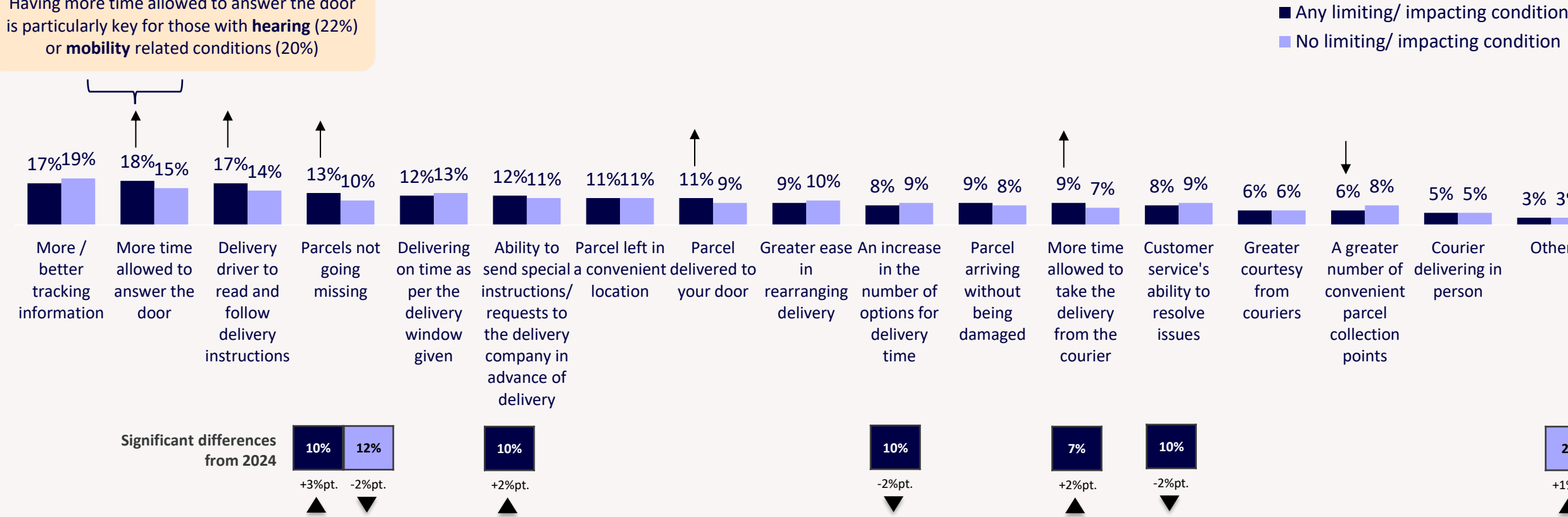
Those with limiting/impacting conditions are more likely to want to see improvements such as having more time to answer the door, drivers to follow instructions, and for parcels not to go missing

Suggested improvements – Any limiting / impacting condition (2025 data)

▲ ▼ Significantly higher/lower than 2024 at 95% confidence

↑ ↓ Significantly higher/lower than no impacting / limiting condition at 95% confidence

Having more time allowed to answer the door is particularly key for those with **hearing** (22%) or **mobility** related conditions (20%)

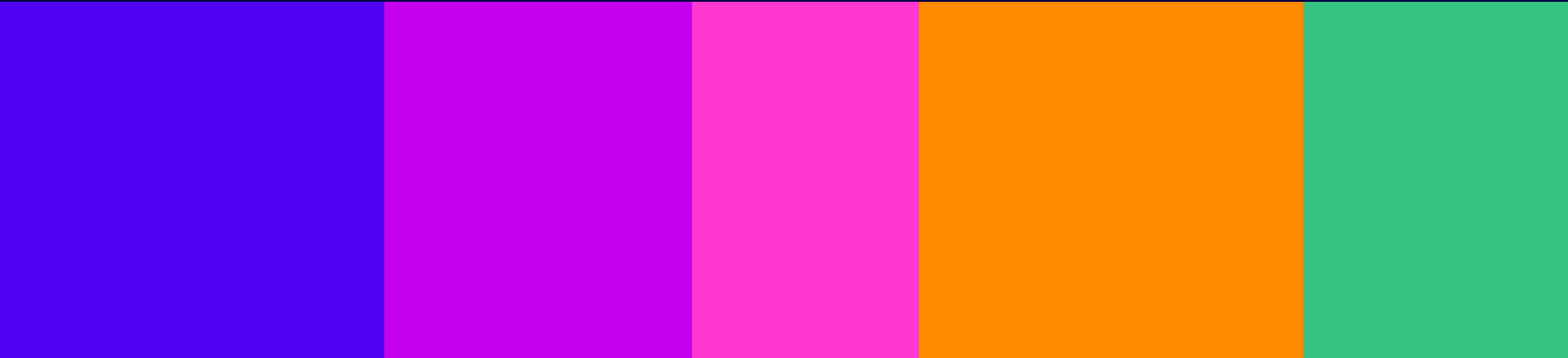


Source: Ofcom Quality of postal services survey Jan/Jul-25

Q8. QoS: Of the following areas, in which would you most like to see improvement on the part of the delivery companies that have delivered to you in the last 6 months

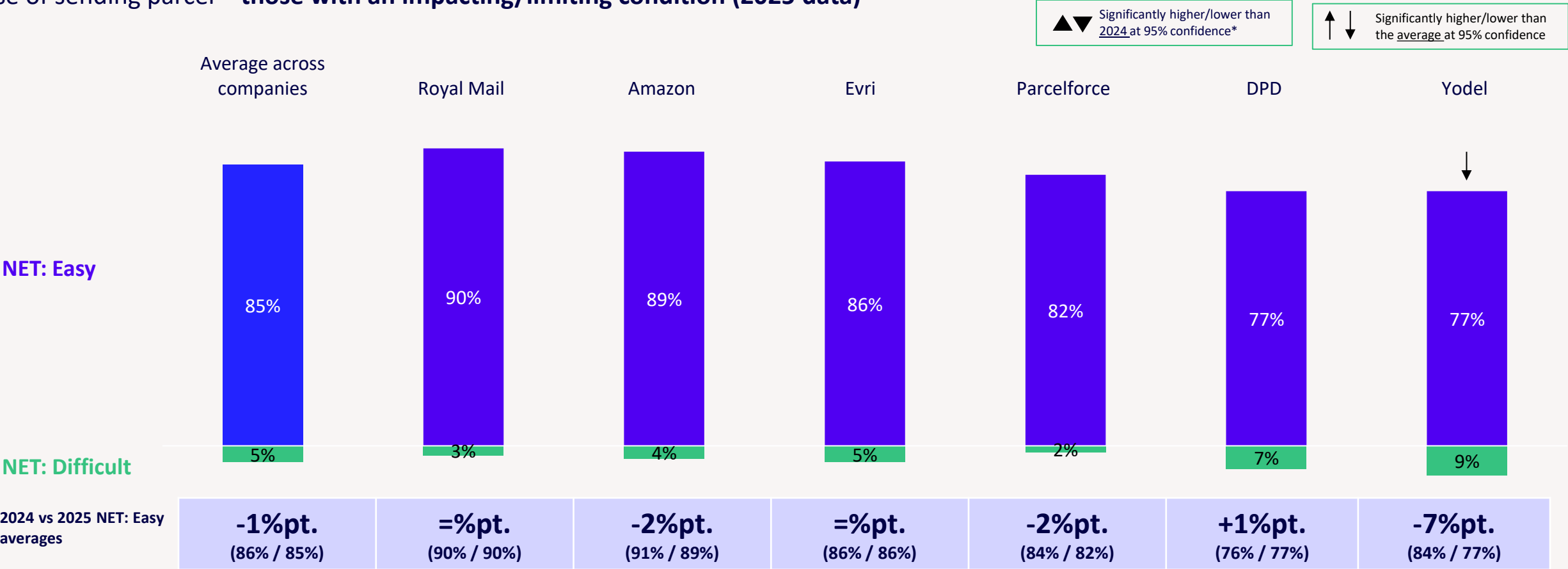
Q8. Base: All respondents who have used [delivery company] in the past 6 months JAN / JUL 2024: Any impacting/limiting condition (1507), No limiting/ impacting condition (2410); JAN / JUL 2025: Any impacting/limiting condition (1448), No limiting/ impacting condition (2495)

Appendix 1: Experience of sending parcels for those with an impacting / limiting condition



The majority of parcel senders who have an impacting or limiting condition believe the process of sending a parcel is easy

Ease of sending parcel – those with an impacting/limiting condition (2025 data)



Source: Ofcom Quality of postal services survey Jan/Jul-25

Q10. Ease of sending a parcel: You said you've used the following companies to send a parcel. In general, how easy or difficult have you found that process in the

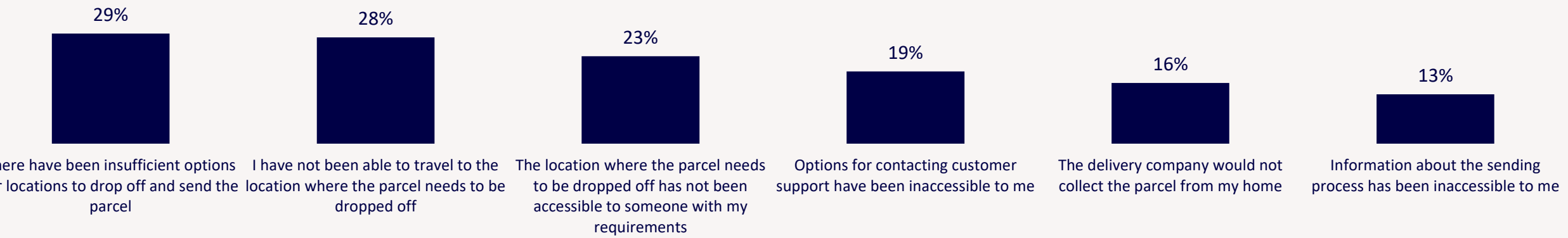
Q10. Base: All respondents (with an impacting/limiting condition) who have used [delivery company] to send a parcel JAN/JULY 2025: Average (220), Royal Mail (1023), DPD (120), Evri (484), Parcelforce (188), Yodel (169), Amazon (271), Delivery companies with a sample size of less than 100 are not shown.

*No significant differences from 2024 to 2025.

Parcel senders with an impacting or limiting condition often face challenges due to insufficient options for locations to drop off and send parcels and not being able to travel to them



Difficulty in sending – **those with a limiting/impacting condition by NET: Any company (2025 data)**



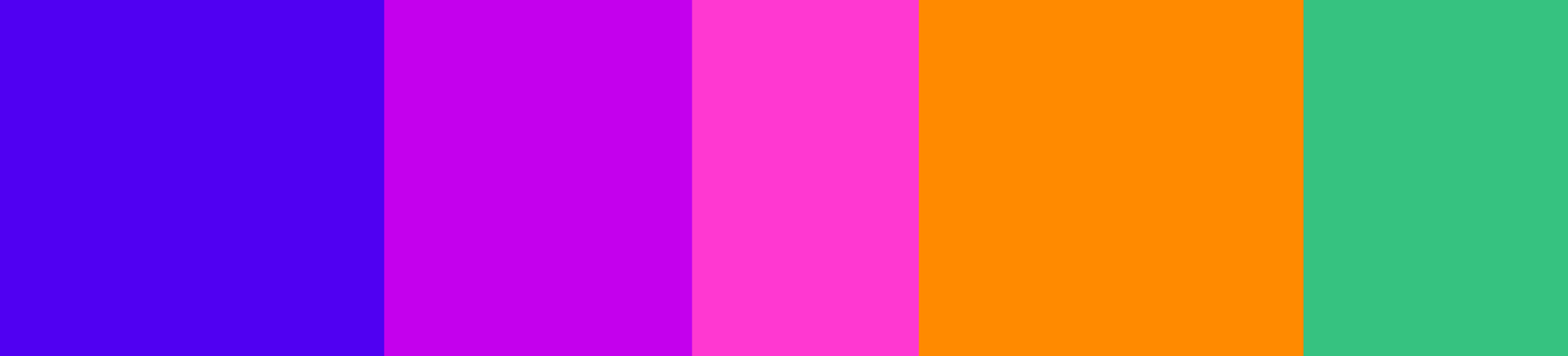
Source: Ofcom Quality of postal services survey Jan/Jul-25

Q11. Reason for difficulty: You said you have found the process of sending a parcel with the following companies difficult in the past. Why is that?

Q11. Base: All respondents with a limiting/impacting condition who have used [delivery company] to send a parcel and found it difficult JAN/JULY 2025: NET: Any company (92).

Appendix 2:

Methodological notes



Urban vs. Rural Analysis

We recognise that urban and rural locations may offer different challenges when it comes to parcel delivery services. Additional analysis has been done to explore whether those living in urban locations have a different experience of parcel delivery services compared to those who live in rural areas.

Since July 2023 respondents were offered the opportunity to share their post code anonymously. These post codes are associated with survey responses and mapped to urban or rural locations. We note that respondents could decline to provide their post code, however the majority do.

The analysis in this report highlights the results of the urban vs. rural locations using this post code methodology

Impacting / limiting conditions

This report refers to people with impacting/limiting conditions. This wording reflects the question used to identify people who have a disability:

S5: 'Which of these, if any, impact or limit your daily activities or the work you can do?'

For the purposes of analysis, comparison has been made between those who do have impacting/limiting conditions and those who do not.

Additionally, three specific conditions have been focused on, those relating to:

- Eyesight
- Hearing
- Mobility