

Reference: 625459

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Freedom of Information: Right to know request

Thank you for your request for information where you asked about Royal Mail's Quality of Service.

This was received by Ofcom on 3 October and it has been considered under the Freedom of Information Act 2000 ("the Act").

You asked:

Q1. Please can you tell me if Royal Mail is required under the terms of its licence to report and record all instances of stolen mail?

Royal Mail must record, and report annually to Ofcom (and Citizens Advice), all incidents of loss or theft of, damage to, or interference with untracked letters, large letters or parcels (untracked universal service parcels only). Included in these reports are incidences of substantially delayed items e.g. where an item is recorded as lost but is then recovered and delivered.

The condition is focused on postal items which do not have additional protections such as tracking but which may contain personal or confidential information. The full requirements of Essential Condition 1 can be found here:

https://www.ofcom.org.uk/_data/assets/pdf_file/0021/105258/essential-condition-1.pdf

Q2. Does Royal Mail inform Ofcom of mail left in Delivery Offices on a daily basis?

Royal Mail does not inform us of mail left in delivery offices on a daily basis. However, Royal Mail is required to report to us (and Citizens Advice) on a quarterly basis on its collection and delivery performance. For example, delivery routes completed each day.

The full requirements of regulatory condition DUSP 1 (including reporting requirements) can be found here: https://www.ofcom.org.uk/_data/assets/pdf_file/0020/105257/dusp-1.pdf.

Q3. Did Royal Mail inform Ofcom that it had made the decision to further delay this mail and is this allowed under their licence obligations?

We are not informed of the factual situation concerning individual incidences of substantially delayed mail. As set out in our response to question 1, Royal Mail must report annually the numbers of all incidents of loss or theft of, damage to, or interference with untracked letters, large letters or parcels (untracked universal service parcels only). Included in these reports are the numbers of

incidences of substantially delayed items e.g. where an item is thought to be lost but is then recovered and delivered.

We monitor and review these reports, as well as the performance reports referenced in our response to question 2 above, and regularly meet with Royal Mail to ensure any performance issues are properly addressed. As part of that process we may discuss individual cases.

Q4. Can Ofcom investigate the practices for returning stolen mail? This affects thousands of customers per year.

Ensuring postal items are protected from loss, theft or damage is an important issue which Ofcom takes very seriously. We also take compliance with quality of service targets very seriously, as we are currently investigating whether Royal Mail has failed to meet specified performance targets associated with the quality of service of the provision of universal service products:

https://www.ofcom.org.uk/about-ofcom/latest/bulletins/competition-bulletins/open-cases/cw_01221.

Thank you for raising your concerns with us. This information will be considered as part of our review of the Royal Mail reports and our meetings with Royal Mail on these issues.

We were sorry to hear that you hadn't received a satisfactory response from Royal Mail in relation to your delayed mail. If you wish to complain to Royal Mail, we have provided some useful links below.

- Details of how to complain and escalate your complaint can be found on Royal Mail's website here: https://personal.help.royalmail.com/app/answers/detail/a_id/307 (Phone number is 03457 740 740)
- Details of Royal Mail's compensation policy for delayed mail can be found at the following page on Royal Mail's website: <https://www.royalmail.com/retail-compensation-policy-delay>
- The claim form for delayed items can be found here: https://personal.help.royalmail.com/app/answers/detail/a_id/325

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Corporation Secretary
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF