

Reference: 630689

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

Thank you for your request for information where you asked for information on Royal Mail's delivery times.

This was received by Ofcom on 22 October 2018 and it has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

*What are the Royal Mail's average actual delivery times for each of 1st and 2nd class mail?*

We do not hold information on average delivery times for 1<sup>st</sup> and 2<sup>nd</sup> class mail in the Royal Mail system. However, Ofcom imposes an obligation on Royal Mail to publish certain information regarding its delivery performance for 1<sup>st</sup> and 2<sup>nd</sup> class mail. Specifically, Royal Mail publishes the proportion of 1<sup>st</sup> class mail it delivers within 1 working day and the proportion of 2<sup>nd</sup> class mail it delivers within 3 working days. You can find this information in Royal Mail's Quality of Service Reports available [here](#).

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

Yours sincerely,

Catriona Lawrence

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:

Jacqui Gregory  
The Secretary to the Corporation  
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