

Freedom of Information: Right to know request

You wrote to Ofcom to ask for details of approval of the 'delivery to a neighbour' scheme run by Royal Mail. The scheme was approved by Ofcom in 2012, after examining the findings of consumer research. An article on the Ofcom website, containing full details, is linked below - this includes a link within the article, to the decision notice that you have requested, but I have copied that link below for easy access:

Article: <https://www.ofcom.org.uk/about-ofcom/latest/media/media-releases/2012/delivery-to-neighbour-scheme>
Decision notice: <https://www.ofcom.org.uk/consultations-and-statements/category-2/royal-mail-delivery-neighbour/statement>

In the event that you are unhappy with the scheme, I would draw your attention to the following lines in the article:

- * Royal Mail will retain liability for all undeliverable items until they are received by the addressee.
- * Royal Mail will also enable addressees to opt out of the scheme should they wish, both in relation to delivery of their own items and their receipt of a neighbour's items.
- * Consumers can alert Royal Mail to their preference to opt-out by displaying a free opt-out sticker (available from Royal Mail) near their letterbox.

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:

Steve Gettings
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