

Reference: 01588619

Information Requests
information.requests@ofcom.org.uk

Dear

24 April 2023

Freedom of Information: Right to know request

Thank you for your request for information in relation to customer service satisfaction levels for couriers. We received this request on 24 March 2023. We have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

You asked:

Please can you provide the data relating to customer service satisfaction levels for couriers.

Our response

We have interpreted ‘couriers’ to mean ‘parcel delivery companies’. We can confirm that we hold some consumer research data on customer service satisfaction levels for parcel delivery companies.

This data is published on our website and can be found at the links below. Please note that these studies looked at topics in addition to customer service satisfaction with parcel delivery companies.

- [B2C \(‘business to consumer’\) parcels consumer research](#) - fieldwork conducted in January 2021.
- [C2X \(‘consumer to anywhere’\) parcels consumer research](#) - fieldwork conducted in July and August 2021.
- [Residential Postal Tracker](#) - fieldwork conducted on a rolling basis throughout 2022.
- [SME Business Postal Tracker](#) - fieldwork conducted on a rolling basis throughout 2022.

You may also find Section 4 of our [2021-22 Annual Monitoring Update for Postal Services](#) helpful. This contains a summary and discussion of some of our research data on satisfaction levels with postal services in general, Royal Mail, and other postal operators.

Finally, we intend to publish further consumer research relating to customer service satisfaction levels with parcel delivery companies later this year. We are unable to disclose this information at the moment as we consider that it is exempt from disclosure under section 22 of the FOI Act. In brief, this section provides that Information is exempt information if it is held but the public body intends on publishing it in the future (see Annex A for the full provision).

In applying the exemption in section 22 of the FOI Act, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. I have attached

a table setting out the factors Ofcom considered when deciding where the public interest lay (see Annex A).

I hope this information is helpful. 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,

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 information.requests@ofcom.org.uk.

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

Annex A

Section 22: Information Intended For Future Publication

Section 22 may apply if there is an intention to publish the requested information at some future date. This ensures that the FOI Act does not force public authorities into premature publication of information.

Section 22 states:

(1) Information is exempt information if—

- (a) the information is held by the public authority with a view to its publication, by the authority or any other person, at some future date (whether determined or not),*
- (b) the information was already held with a view to such publication at the time when the request for information was made, and*
- (c) it is reasonable in all the circumstances that the information should be withheld from disclosure until the date referred to in paragraph (a).*

Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Transparency of how Ofcom exercises its functions and public confidence in regulated activities.• Disclosing the information could arguably facilitate public discussion regarding the performance of the postal sector.	<ul style="list-style-type: none">• Ofcom intends to publish further consumer research relating to customer service satisfaction levels with parcel delivery companies later this year.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• It is in the public interest that Ofcom withholds disclosure of this information until it completes this process because the research is only partially complete at the moment. Premature disclosure of the data we hold could provide an incomplete or inaccurate picture.	