

Reference: 02024257

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

10 July 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about Complaints and Regulatory Oversight Involving Royal Mail and Postal Recipients.

We received this request on 23 June 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request and our response

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#### *1. Complaints Involving Recipients (Not Senders):*

*Please provide any records, correspondence, or complaint summaries received by Ofcom in the last 10 years where the recipient of a postal item (not the sender) lodged a complaint against Royal Mail, specifically regarding:*

- *Lost or misdelivered items*
- *Refusal to investigate based on sender-only contract*
- *Redelivery failures*
- *Alleged harm caused by Royal Mail’s internal records or handling*
- *Section 90 Postal Services Act disputes raised by a recipient*

#### *2. Ofcom Guidance or Internal Discussion on Recipient Rights:*

*Please provide any internal briefing notes, legal opinions, or regulatory policy discussions regarding the rights of recipients (as opposed to senders) in complaints involving postal operators, including Royal Mail.*

#### *3. Precedents or Challenges to Section 90 Immunity by Recipients:*

*Has Ofcom recorded any challenges to Section 90 of the Postal Services Act 2000 brought by recipients rather than senders? Please provide details of any such cases or correspondence.*

#### *4. Referral of Recipient Complaints to Other Bodies:*

*In cases where Ofcom received complaints from recipients, were any formally referred to the ICO, Parliamentary Ombudsman, or CMA? If so, please provide summaries or redacted correspondence.*

*5. Any Mention of Royal Mail Refusing Subject Access Requests (SARs) to Recipients in Postal Complaint Contexts: Please disclose whether Ofcom has encountered cases involving Royal Mail’s refusal to comply with SARs (under the UK GDPR/Data Protection Act) where the complainant was a postal recipient.*

Ofcom does not investigate individual complaints received about Royal Mail however we require Royal Mail to have effective complaints handling procedures in place and to provide redress where

appropriate. Complainants are directed to complain to Royal Mail so that their complaint can be logged and investigated. If no resolution is reached and if appropriate, the complainant can escalate their complaint to Postal Redress Service (POSTRS) – POSTRS provides an independent alternative dispute resolution scheme (ADR) that Royal Mail has signed up to. Personal customers can use this ADR scheme for free. Further information on [how to make a complaint](#) is available on Royal Mail's website.

We also require Royal Mail to publish complaints numbers broken down into certain categories. This information is contained within Royal Mail's "[Quality of Service reports](#)". The most recent report relates to [Quarter 4 2024/25](#).

You might also find it helpful to have a look at these publications: [an update on Royal Mail delivery delays](#), [Statement: Review of postal regulation](#) and [Regulatory monitoring](#) (choosing "Customer Complaints and Compensation Scheme" from the drop-down menu).

Royal Mail provide Ofcom with mail integrity reports annually. The information contained includes details of reported lost and damaged items on an annual basis, so we hold some information that may be relevant to your request, however we do not hold the exact information in the format you requested. The information we do hold was supplied under regulatory reporting obligations set out in the [Essential Condition 1](#). However, we are unable to disclose this information as we consider its disclosure is exempt under section 44 of the FOI Act.

Section 44 exempts the disclosure of information which is prohibited by or under any enactment. We are prohibited under section 56 of the Postal Services Act 2011 ("the 2011 Act") from disclosing information which relates to a business, which we have obtained as a result of Part 3 of the 2011 Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways for disclosure under section 56(2) of the 2011 Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).