

Reference: 02073354

Information Requests
information.requests@ofcom.org.uk

30 September 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail Collection & Delivery Performance (2023–2025).

We received this request on 2 September 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

“I would like to request the following information:

1. The number of complaints received by Ofcom regarding Royal Mail’s failure to collect parcels (e.g. “Parcel Collect” or equivalent) between January 2023 and the present, broken down by year and, if available, by region.

We do not hold the information you have requested for ‘failure to collect parcels, for example parcel collect’ in a searchable format. We do hold data under the category ‘collecting issues’ however this may not necessarily relate to parcels – this figure is 16 for the period requested. Please note that 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.

2. The number of first-class letters reported as significantly delayed (i.e. not delivered within the standard next-working-day service) during the same period.

This information is publicly available on Royal Mail’s Quality of Service (‘QoS’) Reports, both quarterly and annual, published on its website.

3. Copies or summaries of any performance reports submitted by Royal Mail to Ofcom regarding compliance with the Universal Service Obligation (USO), including details of any identified failures.

Royal Mail provides Ofcom with Quality-of-Service reports on a monthly and quarterly basis. We also receive monthly reports outlining regional performance issues. However, while we hold information on the performance reports submitted by Royal Mail regarding compliance with the USO, 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.

4. The number and nature of any regulatory actions or fines imposed by Ofcom on Royal Mail between 2023 and 2025 related to missed collections or delivery delays.

Ofcom sets performance targets for the collection and delivery of postal packets under the Designated Universal Service Provider (DUSP) condition, which are applicable to Royal Mail. These conditions include, amongst other things, annual performance targets measured across the United Kingdom as a whole for the correct delivery of postal packets and for the on-time delivery of first and second class mail. In addition, there is a first class Postcode Area (PCA) performance target. Royal Mail has responsibility for monitoring and publishing its performance against these targets.

Turning to your question, in relation to failure to meet the performance targets in the DUSP condition, Ofcom fined Royal Mail £5.6 million for the 2022/23 period and £10.5 million for the 2023/24 period. It may be useful to note that fines related to missing the first and second class targets are based on whether postal packets were delivered in the time specified in the DUSP condition, as opposed to whether letters were not delivered or misdelivered. Information on our regulatory actions is published on our website.

I hope this information is helpful. If you have any further queries, then please send them to 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) 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](#).