

Reference: 02245684

Information Requests
information.requests@ofcom.org.uk

17 August 2026

Freedom of Information request: Right to know request

Thank you for your request for information about complaints regarding Royal Mail services for the IV postcode.

We received this request on 20 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Please could you provide me with a monthly breakdown of the number of complaints received by Ofcom about Royal Mail services from people or organisations in the IV postcode.

Please could you include the last 36 months of data that is available?

Please also could you break down this data by sub postcode area - e.g. IV21, IV22, IV23 etc.

I would be grateful if you could supply this data in a machine readable format, such as a CSV file or MS Excel.

Lastly, please could you confirm whether any specific enforcement action has been taken by Ofcom directly as a result of any complaints received in the IV area. If so, please provide summary details of any enforcement action taken

Our response

We have received 8 complaints which state their location as in the IV postcode. However, please note that this number does not cover complaints where the postcode was not included or stated in the complaint, as this is not a requirement when logging a complaint.

We are unable to provide a breakdown by sub postcode area as we consider that to be exempt under section 40 of the FOI Act as the postcode is personal data of the complainant. Section 40(2) of the FOI Act provides that personal information about persons other than the requester is exempt where, among other things, its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40(2) is an absolute exemption under the Act and does not require a public interest test.

Regarding your request for information on enforcement action taking within the IV post code, we do not investigate individual complaints and therefore do not hold information in scope of this request. However, complaints are recorded and contribute to our overall monitoring on the postal industry. If there is a decision to investigate the postal industry this will be published on our [Enforcement Bulletin](#).

You may also be interested in publicly available information found on Royal Mail's website on [Postcode Area \(PCA\) results covering quality of service](#).

We would also like to bring your attention our [Annual monitoring report on the postal market](#), which provides useful information on how Ofcom monitors the postal sector, which includes information on the performance of Royal Mail. Additional information about Royal Mail Quality of Service can be found [here](#).

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](#).