

Reference: 02234041

Information Requests
information.requests@ofcom.org.uk

3 August 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Temperature related correspondence with Royal Mail.

We received this request on 10 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Under the Freedom of Information Act, please provide copies of correspondence between Ofcom and Royal Mail between 1 January 2025 and the date this request is processed containing or relating to the following topics:

- * heat;*
- * heatwave;*
- * temperature;*
- * hot weather;*
- * heat exhaustion;*
- * heat stroke;*
- * extreme weather.*

This should include emails (both to and from), meeting notes and briefing documents."

Our response

We do not hold information in scope of your request.

You may find following information helpful. Our [Annual monitoring report on the postal market](#) provides useful information on how Ofcom monitors the postal sector, which includes information on performance of Royal Mail. Further information about Royal Mail Quality of Service can be found here [RM Quality of Service](#).

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](#).