

Reference: 02140176

Information Requests
information.requests@ofcom.org.uk

24 February 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning the Compliance with parcels market regulations letter.

We received this request on 30 January 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Please could you provide a list of the companies who received the following letter from Ofcom?"

The letter was described as:

"In a letter to the UK's major parcel operators this week, Ofcom has warned the companies it is undertaking an additional assessment of the steps they're taking to comply with the regulations regarding the handling of complaints and the fair treatment of disabled customers."

The letter heading was "Compliance with parcels market regulations".

The letter was signed by Ian Strawhorne, Director, Enforcement and Fergal Farragher, Director, Infrastructure & Connectivity Group and dated 28 January 2026."

Our response

We consider the information that you have requested is exempt from disclosure under section 44 of the FOI Act. In particular, section 44(1) 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, none of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

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](#).