

Reference: 02136111

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

20 February 2026

Dear,

### Freedom of Information request: Right to know request

Thank you for your further request for information concerning fulfilment rates of signed for letters. We note that this request is in response to a previous FOI request: [Royal Mail services](#).

We received this request on 23 January 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

#### Your request

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*"My question is as follows:*

*Has Ofcom ever imposed a condition on Royal Mail in relation to fulfillment rates of signed for letters - what percentage of paid signed for letters should actually receive a signature?*

*It is clear from the law that you could. My question is: have you?"*

#### Our response

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We do not hold the requested information. Please refer to our previous response.

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](#).