

Reference: 2117557

Information Requests
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7 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information about complaint issue codes relating to misdelivery.

We received this request on 8 December 2025, and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

As you were seeking clarification, we considered it helpful to firstly outline the information we hold, the limitations of that information, and then ask how you would like to proceed with your request — including whether you may wish to amend it.

Your request

I am seeking clarification and disclosure of the underlying complaint issue codes and sub-issue classifications used in Ofcom’s postal monitoring framework as they relate specifically to misdelivery (delivery to an address other than the intended recipient’s).

In Ofcom’s published Post Monitoring Report 2024–2025, misdelivery does not appear as a discrete reporting category.

However, it is understood that misdelivery cases are typically captured within:

The Delivery parent category

The Failed Delivery / Delivery Attempt group

The Loss parent category (where misdelivered items remain unrecovered)

Sub-issue codes relating to “delivered but not received” or “wrong delivery location”

I would therefore like to request the following information.

1. The total number of complaints received by Ofcom in FY 2024–2025 that were coded under sub-issue classifications directly relating to misdelivery, including but not limited to:

Delivery to incorrect address / wrong location

Delivered but not received

Customer disputes delivery confirmation or scan

Neighbour delivery without consumer authorisation

Insecure or inappropriate delivery location

(If Ofcom uses a different set of sub-issue labels internally, please use the equivalent codes that capture this problem area.)

2. A full list of the internal issue-code and sub-issue-code definitions used within the Delivery, Failed

Delivery, and Loss parent categories, including:

The code names

Code definitions

Any guidance notes supplied to case handlers for allocating these classifications

This is to ensure clarity over which codes encompass misdelivery-related problems.

3. A breakdown of complaint volumes for each relevant code or sub-code for FY 2024–2025. If misdelivery data is distributed across multiple parent categories (e.g., Delivery, Failed Delivery, Loss), please provide figures by category.

4. Where misdelivery complaints were aggregated into higher-level categories in the published report, please provide the raw disaggregated data held prior to aggregation.

This may include internal datasets, CRM extracts, or monitoring returns used to compile the published report.

5. If feasible within cost limits, please also provide the same breakdown for FY 2023–2024 to allow period-on-period comparison.

Format Requested

Please supply the information in a machine-readable format (such as CSV or XLSX).

Notes for Clarity

For the purposes of this request, “misdelivery” refers to any instance where a postal item is delivered to an address that is not that of the intended recipient.

I am specifically requesting the internal allocation codes (e.g., issue codes, sub-issue codes, classification labels) used to capture this problem, regardless of how the final published report consolidates them.

Our response

We log complaints using a number of categories on our system. However, the allocation of a complaint to a particular category is subjective. Each complaint is reviewed individually at the point of logging, and issues that could reasonably fall under several categories may ultimately be recorded under only one of them.

Below are the categories we believe are most relevant to the subject you are exploring:

- Delivery issues
- Misdelivery
- Lost mail
- Doorstepping

Please also note that we do not have a dedicated category for items delivered to the wrong address. This is not always known at the time of logging and may therefore be recorded under any of the categories above, depending on the circumstances.

We do not use codes for these categories, nor do we hold definitions that set out their specific scope.

To help us progress your request, please clarify how you would like to proceed. In particular, please confirm the specific information you wish to receive, taking into account the limitations described above. We shall then consider your request under the FOI Act. Please note that where a request is for information we have received, such as complaints, that relates to a particular business, we may not be able to disclose this under the FOI Act – for example see this previous request: [royal-mail-complaints---packages-not-delivered](#).

We hope this information is helpful.

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](#).