

Reference: 02206919

Information Requests
information.requests@ofcom.org.uk

30 June 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your further request for information concerning Royal Mail Quality of Service in London areas. We note that this request is in response to a previous FOI request: [Royal Mail investigations and commitments following Business and Trade Committee hearing](#)

We received this request on 2 June 2026 and we have considered it under the Freedom of Information Act 2000.

Your request

Please provide any recorded information held by Ofcom that explains why the London Postcode Area(s) were not included in the list of local quality-of-service concerns raised with Royal Mail, despite published postcode area performance data.

In particular, please provide:

- 1. Any assessments, analyses, reports, briefing notes, presentations, or decision records that considered quality-of-service performance in London postcode areas.*
- 2. Any criteria, thresholds, methodologies, or guidance used to determine which postcode areas would be identified as local concerns or raised with Royal Mail.*
- 3. Any correspondence, meeting minutes, notes, or briefing materials between Ofcom and Royal Mail that discuss postal delivery performance in London postcode areas.*
- 4. Any recorded consideration by Ofcom of allegations or evidence concerning delayed mail, mail accumulation in depots, concealment of undelivered mail, or other operational issues affecting postal service performance in London.*
- 5. Any records explaining why London postcode areas were excluded from, or not selected for, the list of local issues raised with Royal Mail.*

Our response

We do not hold information in the scope of your request.

We would like to bring your attention to our [Annual monitoring report on the postal market](#), which provides useful information on how Ofcom monitors the postal sector, which includes information on performance of Royal Mail. Additional information about Royal Mail Quality of Service can be found here <https://www.internationaldistributionservices.com/en/regulation/universal-service-obligation/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](#).