

Reference: 02200799

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

13 June 2026

## Freedom of Information request: Right to know request

Thank you for your request concerning Royal Mail services in London.

We received this request on 15 May 2026 and we have considered your request under the Freedom of Information Act 2000 (FOI Act).

### Your request & our response

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*I would like to request the following information relating to Royal Mail services within London:*

*1. The number of complaints received by Ofcom concerning failed or incorrect Royal Mail Redirection services for:*

- \* 2024*
- \* 2025*
- \* 2026 to date*

While we do hold information within the scope of your request, this is being withheld under section 44 of the FOI Act. Under section 44 of the FOI Act, information is exempt from disclosure where its disclosure is prohibited under other legislation. Section 56 of the Postal Services Act 2011 prevents us from disclosing information which relates to the affairs of a particular business, unless we have the consent of that business or one of the other gateways for disclosure (in section 56(2) of the Postal Services Act 2011) apply, neither of which apply here. Section 44 is an absolute exemption and does not require a public interest test.

You may wish to refer to Royal Mail's published service reports: [Quality of Service](#) and, in particular, Table 7, Page 13, which provides information on the volume of complaints received by Royal Mail relating to consumer protection conditions, including on Redirection services.

*2 The number of complaints received concerning severely delayed mail delivery within London for the same periods.*

We do not have a category for severely delayed mail delivery so we are unable to provide these figures. You may wish to refer to Royal Mail's published service reports: [Quality of Service](#).

*3 Any internal reports, summaries, monitoring data or correspondence held by Ofcom regarding:*

- \* systemic issues with Royal Mail redirection services*
- \* postal delays affecting London delivery offices*
- \* concerns regarding staffing shortages, backlogs or operational failures impacting delivery times in London*

We do not hold the information requested, both in relation to systemic issues with Royal Mail's Redirection services and postal delays and specific concerns affecting the London area.

*4. Any enforcement action, investigations or performance concerns raised by Ofcom with Royal Mail regarding delayed mail or redirection failures in London during the above period.*

We publish investigations carried out against Royal Mail. You can find information on previous investigations in our [Enforcement Bulletin](#). We are unable to disclose any further information as we consider this is exempt from disclosure under section 44 of the FOI Act, which we have explained above.

*5. Any available breakdown by London borough or delivery office area if held within cost limits.*

We do not hold data that provides a breakdown by London borough or delivery office area.

You may like to check <https://www.royalmail.com/service-update>, which may provide some information regarding Royal Mail Performance.

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](#).