

Reference: 02171722

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

19 March 2026

Dear,

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

Thank you for your request for information concerning Royal Mail compensation claims.

We received this request on 9 March 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

#### Your request & our response

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*Please provide the following information covering the most recent 12-month period available:*

*1. The total number of compensation claims submitted to Royal Mail by customers.*

Information in scope of this question can be found here - [royal-mail-annual-complaints-and-compensation-2024-25-final.pdf](#).

*2. The total number of claims that were approved and resulted in compensation being paid.*

We do not hold this information.

*3. The total number of claims that were rejected or declined.*

We do not hold this information.

*4. The number of claims where Royal Mail requested additional evidence or documentation from the customer after the initial claim submission.*

We do not hold this information.

*5. The number of claims where customers did not proceed further or withdrew/dropped their claim after Royal Mail requested additional evidence.*

We do not hold this information.

*6. If available, the number of claims relating specifically to delayed deliveries and lost items.*

Information in scope of this question can be found here - [royal-mail-annual-complaints-and-compensation-2024-25-final.pdf](#).

*7. If available, the average time taken to resolve a compensation claim from submission to final decision.*

We do not hold this information.

Please note that Ofcom report annually on Royal Mail's performance, including trends relating to Royal Mail complaints and compensation. Please see our Post Monitoring Reports published on our website [Annual monitoring report on the postal market](#).

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](#).