

Reference: 02174145

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

26 March 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail special delivery service failure.

We received this request on 16 March 2026 and we have considered your request under the Freedom of Information Act 2000.

### Your request

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*I would like to know what percentage of special delivery letters and parcels have been lost or remain undelivered by Royal Mail in each of the last five years.*

### Our response

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We do not hold the information requested.

However, it may be of interest to you that Royal Mail publish both annual and quarterly [quality of service reports](#) which include consumer complaints and their outcomes, although do not specify special delivery products.

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](#).