

Reference: 02168302

Information Requests
information.requests@ofcom.org.uk

26 March 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail's 2nd class delivery - recorded information held by Ofcom.

We received this request on 26 February 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

please tell me where it is recorded in any written format held by Ofcom, what discussions were held and views expressed by Ofcom staff and stakeholders in respect of the new Royal Mail universal service obligations, to the following or a similar mail delivery scenario, where a 2nd class mail item is posted on a Monday, so should be delivered on the following Thursday, if that is a scheduled 2nd class delivery day within that calendar week but the item is not delivered on that Thursday, so is then not scheduled to be delivered till the following Monday and is delivered on that Monday, which therefore exceeds the five working days allowed for 2nd class mail being delivered, given that the mail item is delivered on the eighth calendar day.

We hold some information in scope of your request, however, we consider this information is exempt under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by or under any enactment. We are prohibited under section 56 of the Postal Services Act 2011 ("the 2011 Act") from disclosing information which relates to a business, which we have obtained as a result of Part 3 of the 2011 Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways for disclosure under section 56(2) of the 2011 Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

You may be interested in chapter 5 of Ofcom's [Review of the Universal Postal Service and other postal regulation Statement](#) where the changes to Second Class items are discussed in detail.

Yours sincerely,

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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](#).