

Reference: 02185849

Information Requests
information.requests@ofcom.org.uk

13 May 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail investigations and commitments following Business and Trade Committee hearing.

We received this request on 14 April 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

Following evidence given by Royal Mail and Ofcom to the Business and Trade Committee on 24 March 2026, please provide:

1. Details of any investigations, reviews, or monitoring activity undertaken or initiated by Ofcom since that hearing in relation to Royal Mail delivery performance.

No investigations have been initiated directly as a result of the evidence hearing conducted by the Business and Trade Committee. We continue to fulfil our legal duties as set out in the Postal Service Act 2011 and the Communications Act 2003. For more information about our Plan of Work for the current financial year see [our statement](#) dated 20 March 2026.

Ofcom published its last [Post Monitoring Report](#) on 3 December 2025, with more information about our monitoring activities in the postal sector.

2. Any correspondence between Ofcom and Royal Mail referring to:

- follow-up actions*
- agreed investigations*
- performance concerns raised during or after the hearing.*

We have interpreted your question in the context of the 24 March 2026 hearing and we are unable to disclose any correspondence with Royal Mail as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 56(1) of the Postal Service Act 2011 (“the Postal Act”). Under this section, we are prohibited from disclosing information with respect to the lifetime of the individual or so long as the business is carried on, unless that business consents or one of the statutory gateways under section 56(2) of the Postal Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

3. Any internal Ofcom documents (including briefings, notes, or reports) referring to:

- commitments made by Royal Mail at the hearing
- Ofcom's intended or actual response to those commitments.

We are unable to disclose the requested information as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 56(1) of the Postal Service Act 2011 ("the Postal Act"). Under this section, we are prohibited from disclosing information with respect to the lifetime of the individual or so long as the business is carried on, unless that business consents or one of the statutory gateways under section 56(2) of the Postal Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

4. The criteria used by Ofcom to determine whether further enforcement action is required following issues raised at the hearing.

Information in the scope of your question been published [here](#).

5. Any assessments carried out by Ofcom into localised or persistent delivery failures (including failures at delivery office level) since the hearing.

Please see our response to Question 1.

In addition, Ofcom has raised the following local issues with Royal Mail based on quality of service data published by Royal Mail, including Postcode Area (PCA) results.

Date	Location
4 June 2025	<ul style="list-style-type: none">• Blackburn and Burnley• Bradford• Dumfries• Durham• Glasgow• Luton• Teeside• Warrington• York <p>Separately, we enquired about sites described by Royal Mail as Higher Impacting Units (HIUs).</p>
8 December 2025	Northern Ireland
4 March 2026	Midlands Regional Operations Directorate (ROD), including Birmingham
8 April 2026	Ebbw Vale and Tredegar (southern Wales)

We are unable to disclose any more detail as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of

this information is section 56(1) of the Postal Service Act 2011 (“the Postal Act”). Under this section, we are prohibited from disclosing information with respect to the lifetime of the individual or so long as the business is carried on, unless that business consents or one of the statutory gateways under section 56(2) of the Postal Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

6. Current status of any ongoing or completed investigations arising from matters raised at the hearing If any of this information is held but exempt from disclosure, please specify the exemption relied upon and provide any non-exempt material.

Please see response to Question 1.

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](#).