

Reference: 02289216

Information Requests
information.requests@ofcom.org.uk

9 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Royal Mail Delivery offices – lost, missing and stolen mail.

We received this request on 24 September 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Under the Freedom of Information Act 2000, I would like to request the following information for the period 1 January 2022 to the date of this request. It concerns these Royal Mail sites:

- Whitechapel Delivery Office, 206 Whitechapel Road, London E1 1AA
- Hampstead Delivery Office, Shepherds Walk, London NW3 5UF
- North London Delivery Centre, Bush Industrial Estate, London N19 5UN
- Peckham & East Dulwich Delivery Office, 2-6 Highshore Road, London SE15 5AU

1. Any data Ofcom holds, whether collected under its regulatory powers or received from Royal Mail in any other way, on the number or rate of items reported lost, missing or undelivered at or through each of the four sites, broken down by year and, where available, by product type (e.g. letters, tracked parcels, Special Delivery).

2. Any data Ofcom holds on suspected or confirmed theft of mail, including theft by employees, at or through each of the four sites, broken down by year.

3. The number of complaints or contacts Ofcom has received from members of the public about each of the four sites, broken down by year and, where recorded, by category of complaint (e.g. lost item, failure to attempt delivery, suspected theft).

4. Any correspondence, reports or briefing notes held by Ofcom that refer to lost, missing or stolen mail at any of the four sites.

If Ofcom does not hold information at the level of individual sites, please provide the same information at the lowest level held, for example by mail centre, postcode area, or the London region, and tell me which level applies.

If any part of this request would exceed the cost limit, please tell me which part and advise me how to narrow it, in line with your duty to provide advice and assistance under section 16. Please do not refuse the whole request on the basis of one part; I would be grateful to receive whatever can be released.

If any information is withheld under an exemption, please identify the exemption and the specific information it applies to, and release any remaining information with redactions where necessary.

Our response

We do not record complaints against individual delivery offices. Complaints are generally logged against Royal Mail as a whole and are not categorised by local delivery office, therefore we do not hold information in scope of your request.

However, in case helpful, Royal Mail publishes quarterly Quality of Service and Complaints reports which include national-level complaints information, including complaints relating to loss of mail ([Quarterly Quality of Service & Complaints Report](#) - see table 6), but these are not broken down by individual delivery office.

Ofcom's annual Post Monitoring Reports also contain some sector-level complaint statistics. Our recent report noted "loss" as Royal Mail's largest complaint category ([Post Monitoring Report - Postal services in the financial year 2024-25](#) – see pages 16&17).

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 Commission](#).