

Reference: 02273619

Information Requests
information.requests@ofcom.org.uk

21 September 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Evri Limited's complaints handling and escalation arrangements. We received this request on 24 August 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

I am writing to request recorded information under the Freedom of Information Act 2000 concerning Evri Limited's complaints-handling and escalation arrangements as a parcel operator.

I understand that Ofcom regulates postal services and that parcel operators including Evri are required to maintain complaints procedures. I am seeking information already held by Ofcom rather than asking Ofcom to determine or advise upon an individual consumer dispute. Ofcom's published guidance confirms that parcel companies including Evri are subject to complaints-handling requirements.

Please provide the following recorded information held by Ofcom:

1. Evri complaints-handling procedure

Copies of any complaints-handling procedure, policy, process description or equivalent document supplied by Evri Limited to Ofcom, or otherwise held by Ofcom, which describes Evri's procedure for handling consumer complaints and which was applicable during 2025.

We do not hold this information.

2. Internal escalation arrangements

Recorded information identifying the escalation stages available during 2025 where an Evri consumer complaint could not be resolved by the ordinary customer-services function.

This includes, where held, information identifying:

- a. escalation teams or functions;*
- b. customer-resolution, executive complaints or equivalent functions;*
- c. the circumstances in which a complaint could be designated as having received a final response; and*
- d. any internal review or escalation available following an unresolved complaint.*

We do not hold this information.

3. Contractual and compensation complaints

Any recorded information held by Ofcom concerning Evri's procedure during 2025 for handling consumer complaints involving:

- a. compensation purchased by a consumer;*
- b. disputes concerning the amount, scope or applicability of compensation protection; or*
- c. circumstances in which the customer-services function dealing with a complaint cannot access contractual or compensation documentation necessary to address the complaint.*

We do not hold this information.

4. Ofcom monitoring or regulatory engagement

Copies of recorded information held by Ofcom during the period 1 April 2023 to 31 December 2025 concerning Evri's implementation of, or compliance with, Ofcom's parcel complaints-handling requirements, insofar as that information concerns:

- a. escalation of unresolved complaints;*
- b. identification of appropriate persons, teams or functions for consumers to contact;*
- c. final responses or termination of complaint correspondence; or*
- d. the ability or training of staff to handle and resolve complaints.*

I am not requesting individual complaint files or personal information concerning other consumers.

While we do hold some of this information, it is being withheld under section 44 of the FOI Act. Under section 44 of the FOI Act, information is exempt from disclosure where its disclosure is prohibited under other legislation. Section 56 of the Postal Services Act 2011 prevents us from disclosing information which relates to the affairs of a particular business, unless we have the consent of that business or one of the other gateways for disclosure (in section 56(2) of the Postal Services Act 2011) apply, neither of which apply here. Section 44 is an absolute exemption and does not require a public interest test.

5. Relevant Ofcom and Evri functions

Please provide recorded information identifying:

- a. the Ofcom team or function responsible during 2025 for regulatory engagement with Evri concerning parcel complaints handling; and*
- b. insofar as Ofcom holds and can disclose it, the Evri regulatory, compliance, complaints-escalation or other corporate function with which Ofcom dealt concerning complaints handling during 2025.*

If Ofcom holds a recorded job title or departmental contact rather than the name of an individual, provision of the title or department would be sufficient.

We do not hold this information.

6. Final responses to unresolved complaints

Copies of any Ofcom guidance, regulatory assessment, correspondence with Evri or other recorded information held by Ofcom addressing circumstances in which Evri may issue a final response or terminate correspondence concerning an unresolved consumer complaint.

We do not hold this information.

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](#).