

Reference: 01406149

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Freedom of Information request: Right to know request

Thank you for your request for information concerning certain Royal Mail complaints.

Your request was received on 11 January 2022 and we have considered it under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

Please confirm how many complaints you have received regarding royal mail customers that have complained about packages not being delivered when they are at home, just a card left or not.

Please breakdown by cards left, cards left without a time of attempted delivery and signed for items not delivered without a card.

Please breakdown by the Greater London area, split by post code and sorting office.

Background

Ofcom does not investigate individual complaints received about Royal Mail however we require Royal Mail to have effective complaints handling procedures in place and to provide redress where appropriate. Complainants are directed to complain to Royal Mail so that their complaint can be logged and investigated. If no resolution is reached and if appropriate, the complainant can escalate their complaint to Postal Redress Service (POSTRS) – POSTRS provides an independent alternative dispute resolution scheme (ADR) that Royal Mail has signed up to. Personal customers can use this ADR scheme for free. Further information on [how to make a complaint](#) is available on Royal Mail's website.

We also require Royal Mail to publish complaints numbers broken down into certain categories. This information is contained within Royal Mail "Quality of Service Reports" and can be found here: <https://www.royalmailgroup.com/en/about-us/regulation/quality-of-service/>. The most recent report relates to [Q1 2021-22](#) (that is July 2021 to September 2021).

You might also find it helpful to have a look at these recent publications: an [Update on Royal Mail delivery delays - Ofcom](#) and [Consultation: Review of postal regulation](#) (in particular, you may wish to refer to [Annex 7](#) which we introduce as proposed guidance to the postal industry and subject to consultation. Importantly, we already expect postal operators to have a complaints process in place.

The guidance looks to improve quality, including accessibility, for consumers who need to make complaints.)

Our response

While we hold further information within the scope of your request, we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44(1) of the Act provides that 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 the Postal Service Act 2011. Section 56 of the Postal Services Act 2011 prevents us from disclosing information that we have obtained, which relates to the affairs of a particular business (so long as the business is carried on), 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

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF