

Reference: 01928166

Information Requests
information.requests@ofcom.org.uk

18 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail complaints relating to a specific postcode.

We received this request on 28 November 2024. We have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I want statistics on complaints to the royal mail relating to the post code LE67 [REDACTED]

Our response

Interpreting your request as complaints made to Royal Mail, Ofcom does not hold this as we do not collect such information from Royal Mail.

However, regarding complaints made to Ofcom about Royal Mail relating to the post code LE67 [REDACTED], we have done a search on our complaints management system and we do not hold any such complaints.

To be helpful you may wish to refer to Royal Mail's [Quarterly Quality of Service & Complaints Report](#). This includes Royal Mail's Q2 (Quarter 2) report where the LE Postcode Area (PCA) results are included, showing performance has dropped to 73.8% in Q2 2024-25 compared to 77.3 in Q1 (Quarter 1) 2024-25. Royal Mail publish numbers of complaints for the top 10 categories of issue raised, alongside "other" – please see Table 5. Royal Mail publishes these complaint details at national level in compliance with our DUSP (Designated Universal Service Provider) Conditions. Royal Mail do not report on complaint numbers broken down by Postcode Area or otherwise.

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,

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](#).