

Reference: 01897483

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

2 October 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail - criminal offences.

We received this request on 23 September 2024. You added “in the course of their duties” to your request on 25 September 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request & our response

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*Please can you provide a copy of:*

*(a) any document you hold setting out which criminal offences committed by Royal Mail and its staff IN THE COURSE OF THEIR DUTIES are acceptable to Ofcom (e.g. forgery etc.), or confirm no such document of 'permitted criminal offences' exists;*

We do not hold this information as no such document exists.

*and*

*b) any document setting out Ofcom's expectations of Royal Mail in relation to its detection, investigation and management of crimes committed by Royal Mail and its staff IN THE COURSE OF THEIR DUTIES.*

Any criminal activities would be investigated by other agencies and fall outside of our remit. Ofcom does not have a role in assessing whether reported criminal activities have been properly pursued by the authorities.

Under [Essential Condition 1](#), we require all relevant postal operators, including Royal Mail, to protect the integrity of the mail, putting in place and adhering to policies and procedures to achieve Mail Integrity Objectives, meaning operators must take all reasonable steps to address mail integrity issues promptly when they arise.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).