

Reference: 01943005

Information Requests
information.requests@ofcom.org.uk

17 March 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning undelivered first-class letters in the Stirling area, Scotland.

We received this request on 18 February 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

"I'm writing to request information on the number of 1st class letters that go undelivered in the Stirling, Scotland area re UK postal system specifically I would like to know the total number of 1st class letters that remain undelivered the reasons for non delivery and relevant reasons, stats on this issue."

Our response

We do not hold information on the number of undelivered first-class letters in the Stirling area, Scotland.

Ofcom sets performance targets for the collection and delivery of postal packets¹ under the Designated Universal Service Provider (DUSP) condition, which are applicable to Royal Mail. These conditions include, amongst other things, annual performance targets measured across the United Kingdom as a whole for the correct delivery of postal packets and for the on-time delivery of first- and second-class mail. In addition, there is a first-class Postcode Area² (PCA) performance target and Royal Mail has responsibility for monitoring and publishing its performance against these targets.

If you have any further queries, then please send them to information.requests@ofcom.org.uk or by mail to the address at the foot of this page – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

¹ "Postal packet" means a letter, parcel, packet or other article transmissible by post (section 21(2) of the Postal Services Act 2011).

² Postcode Areas are geographic segments of the UK and each segment has a name and a code made up of one or two letters. These codes are used as the beginning letters of every UK postcode. There are 121 postcode areas in the UK.

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) or write to us 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](#).