

10. Post complaints and case recording

Complaints help identify what causes problems for consumers. Postal companies, Ofcom, consumer advocacy bodies and alternative resolution schemes use this data to inform their work. For example:

- postal companies - how to improve their procedures
- Ofcom - see where there are gaps in regulation
- consumer advocacy bodies - spot trends and decide where to focus research
- alternative dispute resolution schemes - recommend changes to company's procedures.

Consumer service case records are one of the main sources of information about post complaints.

10.1 Complaint trends

10.2 Case recording

10.3 Post data

10.4 Common complaints

10.1 Complaint trends

Royal Mail has to publish a consumer complaints report every year. It's published on the Royal Mail Group website. The figures published for 2019/20 show that loss is the biggest cause of complaints. Lost mail was also the main reason for contacting the consumer service about post in 2019/20.

Royal Mail top 11		Consumer service top 10	
Loss	32%	Lost mail	43%
Redirection	8%	Other	12%
P739 failure (Something for you card)	7%	Delayed mail	9%
Misdelivery	7%	Misdelivery	9%
Delivery procedure errors	7%	Attempted theft/tampering	6%
Delay	6%	Damaged mail	6%
Damage	6%	Royal Mail complaints process	5%
Denial of receipt	6%	Postage surcharge	4%
Redelivery failure	4%	Wrong advice given	3%
Part loss	3%	Receiving unwanted mail	3%
Other	14%		

10.2 Case recording

The number of contacts to the consumer service is one piece of data Ofcom uses to work out how much each company has to pay them. This means the post company and post product codes are really important.

Citizens Advice uses those codes to tell Ofcom:

- how many contacts they had about individual post companies
- the postal service each contact was about
- if the Royal Mail contact was about a USO or non-USO service.

Case type	Records the reason for contact Use 'post' when there's any element of post - even if the case is transferred to general consumer
Post issue code	Records the postal reason for the contact
Post product code	Records the postal service involved in the contact
Primary company	Records the post company/3rd party platform involved in the problem. If there's more than 1 and: <ul style="list-style-type: none"> • Royal Mail are involved, always record Royal Mail as the primary company • a 3rd party platform is involved, always record the platform as the secondary company
Secondary company	Records the second post company/3rd party platform involved in the problem

A client's issue might include a general consumer and a post issue:

- a general consumer issue is anything that relates to the client's contract rights
- a post issue is anything post related - for example, damaged mail and parcel delivery problems.

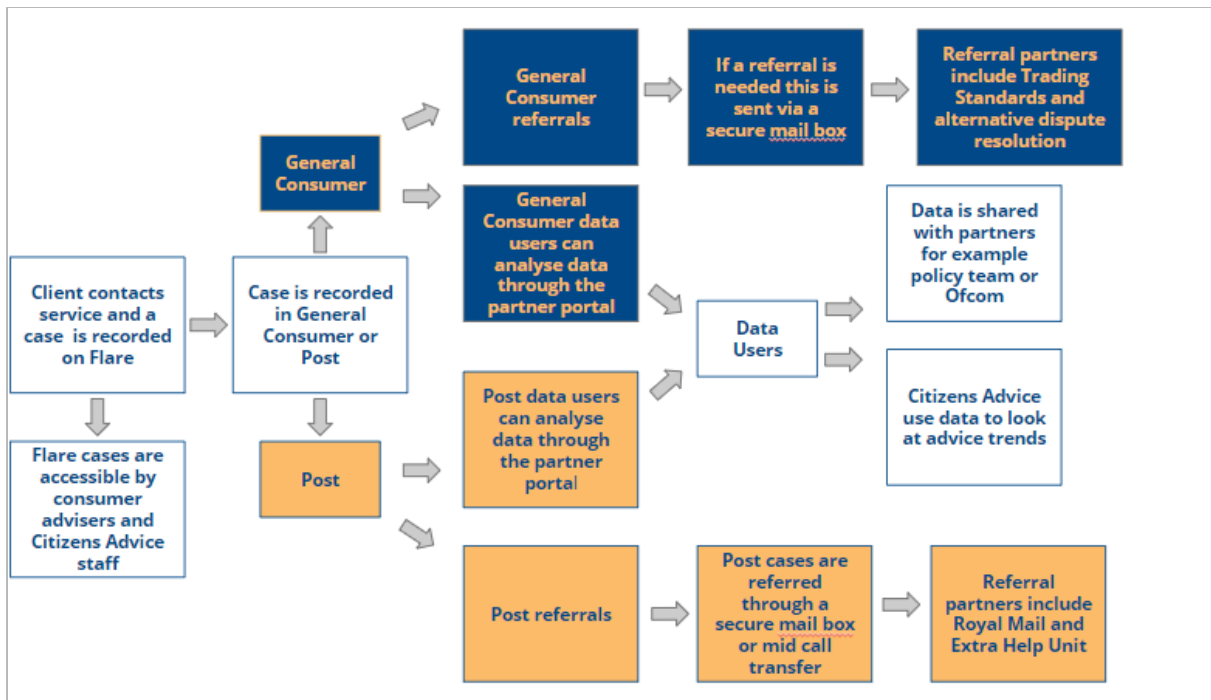
If a client's issue involves post, the case type must be 'post'. This is so the post issue and product codes get filled in to record information about the post problem.

10.3 Post data

Data about post issues gets recorded in post and general consumer cases. Case records give us and our trusted partners intelligence about problems consumers are experiencing.

Partners have different access to consumer service data:

- Trading Standards get sent general consumer case details when a client or trader is in their area and can access general consumer case data
- Ofcom gets sent post case data and can access general consumer case data that relates to post
- Royal Mail gets sent case details for company referrals.



10.4 Common complaints

I wasn't in and although it's not damaged, the item was left in an insecure place

	Royal Mail	Other operator
Advice	<p>Royal Mail should take the item back to the delivery office if no-one is in to take delivery and there's no delivery instructions or a neighbour to leave it with.</p> <p>Postal delivery company has to keep mail safe. Give feedback/complain to Royal Mail about where item was left.</p>	<p>Postal delivery company has to keep mail safe. Give feedback to parcel company.</p> <p>Bought from a retailer: give feedback to the retailer as customer satisfaction and security of handling deliveries are likely to be performance targets the retailer measures the parcel company on.</p> <p>Bought from a private seller: let the seller know as it might influence their future choice of parcel company.</p>
Post issue code	MDXX [Delivery of mail] Other	MDXX [Delivery of mail] Other
Post product	Appropriate RM code for	Appropriate XX Other

code	the service used to send the item	operator code
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I wasn't in and the item was left in an insecure place. It got damaged by the rain/stolen from where it was left

	Royal Mail	Other operator
Advice	<p>Royal Mail should take the item back to the delivery office if no-one is in to take delivery and there's no delivery instructions or a neighbour to leave it with.</p> <p>Compensation claim for loss/damage</p>	<p>Bought from a retailer: complain about quality of delivery service and damage to goods.</p> <p>Bought from a private seller: check parcel company terms to see who can claim and what's covered.</p>
Post issue code	MD02 Damaged post	MD02 Damaged post
Post product code	Appropriate RM code for service used to send item	Appropriate XX Other operator code

Is it illegal to open someone else's post I've received someone else's post

	Royal Mail	Other operator
Advice	<p>Illegal to deliberately open post if someone knows or suspects it's been delivered incorrectly to them. Re-post the item if there's a return address, cross out the original address and write 'Return to sender' and the return address on the item. If there's no return address, cross out the original address and write 'Not known at this address'.</p> <p>Postage needs paying to forward items to a new address for the addressee</p>	
Post issue code	MDA03	MDA03
Post product code	<p>RMVBR - where original service regulated [USO]</p> <p>RMVCU - where original service non-regulated [non-USO]</p>	Appropriate XX Other operator code

Item damaged during delivery		
	Royal Mail	Other operator
Advice	Compensation claim for damage	Bought from a retailer: complain about quality of delivery service and damage to goods. Bought from a private seller: check parcel company terms to see who can claim and what's covered.
Post issue code	MD02 Damaged post	MD02 Damaged post
Post product code	Appropriate RM code for service used to send item	Appropriate XX Other operator code

I sent a postal order. It's not got to the person I sent it to but it's been cashed.		
	Royal Mail	Other operator
Advice	Compensation claim for loss. Postal order is a 'valuable' so only covered for loss if sent special delivery. There's no refund [from Post Office] if the postal order's cashed. Postal delivery company has to keep mail safe - give feedback to Royal Mail about loss and/or report to police.	Check parcel company terms to see what's covered. Postal delivery company has to keep mail safe. Give feedback to parcel delivery company about loss and/or report to police.
Post issue code	PO4 Postal orders MDA04 Attempted theft/tampering	PO4 Postal orders MDA04 Attempted theft/tampering
Post product code	Appropriate RM code for	Appropriate XX Other

	how the postal order was sent	operator code
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I've not got an item I bought on an online marketplace. The postal delivery company says they've got proof of delivery so the marketplace has rejected my dispute.

	Royal Mail	Other operator
Advice	<p>Compensation claim for loss</p> <p>Postal delivery company has to keep mail safe - give feedback to Royal Mail</p> <p>Online marketplace sets terms for its dispute resolution system</p>	<p>Ebay sets terms for its dispute resolution system</p> <p>Postal delivery company has to keep mail safe - give feedback to parcel delivery company</p> <p>Check parcel company terms to see who can claim for loss</p>
Post issue code	MD23 Track and trace - if tracked, or MDA01Lost mail - if not tracked MDA04 Attempted theft/tampering	MD23 Track and trace - if tracked, or MDA01Lost mail - if not tracked MDA04 Attempted theft/tampering
Post product code	Appropriate RM code for how the item was sent	Appropriate XX Other operator code

I sent an item that got lost or stolen. The compensation offered doesn't cover it's value.

	Royal Mail	Other operator
Advice	<p>Maximum compensation depends on the service used. Evidence of value also needed.</p> <p>Postal delivery company has to keep mail safe. Give feedback to Royal Mail about loss and/or report to police.</p>	<p>Check parcel company terms to see what's covered.</p> <p>Postal delivery company has to keep mail safe. Give feedback to parcel delivery company about loss and/or report to police.</p>
Post issue code	MD23 Track and trace - if tracked, or MDA01Lost	MD23 Track and trace - if tracked, or MDA01Lost mail

	mail - if not tracked MDA04 Attempted theft/tampering	- if not tracked MDA04 Attempted theft/tampering
Post product code	Appropriate RM code for how the item was sent	Appropriate XX Other operator code

The post office won't give me a certificate of posting that's going to a freepost address

	Royal Mail	Other operator
Advice	A certificate of posting confirms an item has been posted. Ofcom rules and the law don't exclude freepost addresses.	Not applicable unless post office starts accepting items posted with other delivery companies
Post issue code	POXX	
Post product code	RMFAR Certificate of posting	

Regular post delivery people know how to find my address but other delivery people don't

	Royal Mail	Other operator
Advice	Check how address is recorded with Royal Mail (can use postcode finder tool) and local council. Talk to regular delivery people to see how they find the property. Requests to change address need to follow the PAF change consultation process.	
Post issue code	PA03 Post address issues	PA03 Post address issues
Post product code	RMOAR Ordinary mail	Appropriate XX Other operator code

I've received goods I didn't order

	Royal Mail	Other operator
Advice	Royal Mail has to deliver addressed mail Refuse delivery/don't collect tracked items so Royal Mail will return to sender Contact the sender - it might be a mistake. Can give a deadline for them to collect	Refuse delivery Contact the sender - it might be a mistake. Can give a deadline for them to collect
Post issue code	MI03 Scams	MI03 Scams
Post product code	Appropriate RM code	Appropriate XX Other Operator code

I can't prove the value of the item so Royal Mail sent 6 x 1st class stamps

	Royal Mail	Other operator
Advice	Royal Mail compensation policies require evidence of value. 6 x 1st class stamps is maximum compensation if there's no evidence of value. Compensation policies are published online	Not applicable
Post issue code	PR03 Royal Mail policy/procedure	
Post product code	Appropriate RM code for the service compensation was claimed for	

Post office staff put wrong postcode on signed for parcel

	Royal Mail	Other operator
Advice	Claim for delay/loss	Claim is to Royal Mail not post office

Post issue code	PO6 [Post office network issues] Wrong advice given	PO6 [Post office network issues] Wrong advice given
Post product code	RMUAR	RMUAR

I relied on what post office staff told me about and it was wrong

	Royal Mail	Other operator
Advice	<p>USO services: Claim is to Royal Mail not post office. Claim limited to what's covered in Royal Mail compensation schemes, even if a customer relies on inaccurate information from post office staff.</p> <p>Non-USO services: Negligence claim to post office</p>	<p>Parcelforce services: Negligence claim to post office</p>
Post issue code	PO6 [Post office network issues] Wrong advice given	PO6 [Post office network issues] Wrong advice given
Post product code	RMUAR	RMUAR

My parcel was delivered to the wrong address. I've got a refund from the seller but want to report the misdelivery.

	Royal Mail	Other operator
Advice	Complain to Royal Mail about inaccurate delivery	Complain to delivery company about inaccurate delivery
Post issue code	MDA03	MDA03
Post product code	RMXAR	Appropriate XX Other operator code

I've got a scam text

	Royal Mail	Other operator

Advice	Report to: <ul style="list-style-type: none"> • Royal Mail • phone provider - send to 7726 • Information Commissioner 	Report to: <ul style="list-style-type: none"> • postal delivery company • phone provider - send to 7726 • Information Commissioner
Post issue code	MI03 Scams	MI03 Scams
Post product code	ZZZZZ Unable to categorise	ZZZZZ Unable to categorise

I've got a scam email

	Royal Mail	Other operator
Advice	Report to: <ul style="list-style-type: none"> • Royal Mail - send to Freepost Scam Mail with a completed scam mail form • National Cyber Security Centre - phishing@gov.uk 	Report to: <ul style="list-style-type: none"> • postal delivery company • National Cyber Security Centre - phishing@gov.uk
Post issue code	MI03 Scams	MI03 Scams
Post product code	ZZZZZ Unable to categorise	ZZZZZ Unable to categorise

I've got a scam letter

	Royal Mail	Other operator
Advice	Report to Royal Mail Preventative advice to reduce amount of unwanted mail	Report to postal delivery company Preventative advice to reduce amount of unwanted mail
Post issue code	MI03 Scams	MI03 Scams
Post product code	RMOAR Ordinary letters	XXAAR code identifier known or XXACX code identifier unknown

I've sent something with Royal Mail and then realised it's a scam

	Royal Mail	Other operator
Advice	Royal Mail has to deliver mail once its been posted	Not applicable
Post issue code	MI03 Scams	
Post product code	Appropriate RM code for service used to send the item	

A parcel company has blacklisted my address because they suspect fraud

	Royal Mail	Other operator
Advice	Not applicable	Complain to delivery company and ask to explain reason Can use a PUDO as alternative to home delivery
Post issue code		MDX [Mail delivery] Other
Post product code		Appropriate XX Other operator code

I returned an item using the free returns label and posted it at the post office. The retailer hasn't got the parcel.

	Royal Mail	Other operator
Advice	Claim for lost item	Claim is to Royal Mail not post office
Post issue code	MDA01 Lost mail	MDA01 Lost mail
Post product code	RMIAR	RMIAR

I want to stop getting junk mail

	Royal Mail	Other operator
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Advice	Opt out of Royal Mail's Door to Door service	Write to delivery company to tell them not to deliver unaddressed mail
	Sign up to the Mailing Preference Service and Fundraising Preference Service Check consent given to organisations Opt out of the open electoral register	
Post issue code	DM01	DM01
Post product code	RMOAR Ordinary letters	ZZZZZ Unable to categorise

I had a text to say they'd deliver the item today. They didn't and I can't contact them.

	Royal Mail	Other operator
Advice	Check when item is delayed - depends on service used Complain about ability to contact customer service	Bought from a retailer: complain about quality of delivery service
Post issue code	PR04 Royal Mail's complaints process	MI02 Miscellaneous and failures in service
Post product code	Appropriate RM code for service used to send item	Appropriate XX Other operator code

Item delivered to recipient's old address and new occupant won't hand over

	Royal Mail	Other operator
Advice	Mistake was by person ordering goods Delivery was to address on order Recipient is able to treat goods as unsolicited and doesn't have to hand them over	
Post issue code	MDXX [Mail delivery] Other	MDXX [Mail delivery] Other
Post product code		

I sent a parcel abroad with a courier from a parcel comparison site. It wasn't delivered and got returned to me.

	Royal Mail	Other operator
Advice	Not applicable	Complain and ask for: <ul style="list-style-type: none"> • reason for service failure • CRA remedy Check terms of parcel comparison site to see: <ul style="list-style-type: none"> • who contract is with • complaints process
Post issue code		MDXX [Mail delivery] Other
Post product code		XXCBU International outbound: parcel

Not received goods from ebay seller

	Royal Mail	Other operator
Advice	Compensation claim for loss	Check terms to see who can claim for loss/failure to deliver
Post issue code	MDA01 Lost mail	MDA01 Lost mail
Post product code	Appropriate RM code for service used to send item	Appropriate XX Other operator code

Post office Principles of Community Engagement Code of Practice issue

	Royal Mail	Other operator
Advice	Not applicable	Refer a consumer with a unique reference number directly to the Post and Telecoms team. Refer vulnerable consumers to the EHU.

		Signpost consumers without a unique reference number to Post Office Ltd.
Post issue code		Relevant PO issue code
Post product code		ZZZZZ Unable to categorise

Royal Mail didn't deliver the leaflets I paid them to deliver

	Royal Mail	Other operator
Advice	Leaflet delivery is a business service called Door to Door. Check terms of service to see how to claim for failure to deliver.	Not applicable
Post issue code	MDXX [Mail delivery] Other	
Post product code	RMHAU	

Tracking says courier delivered item but it's not been received

	Royal Mail	Other operator
Advice	Not applicable	Check terms to see who can claim and what's covered
Post issue code		MD23 Track and trace
Post product code		XXADU Domestic parcel

An item sent to the UK from abroad is lost and hasn't been delivered

	Royal Mail	Other operator
Advice	Sender can claim for loss with postal company in country item was sent from	Sender can claim for loss with postal company in country item was sent from
Post issue code	MDA01	MDA01
Post product code	RMJAR International mail - delivered by RM	XXCCU International incoming: letter or XXCDU International

		incoming: parcel
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An item sent from the UK to abroad is delayed

	Royal Mail	Other operator
Advice	No compensation for delay for Royal Mail international services	Check terms to see how to claim for delay
Post issue code	MDA02	MDA02
Post product code	Appropriate RM code for outbound international mail	XXCAU International outbound: letter or XXCBU: International outbound: parcel

I've been told I need to pay customs charges

	Royal Mail	Other operator
Advice	Customs checks make sure: <ul style="list-style-type: none"> • an item isn't restricted or prohibited • the UK collects the right tax and duties. Online marketplaces include tax and duties in the price they charge. Delivery companies collect these charges for other sales and gifts. They can add a handling fee to the charges	
Post issue code	MD19 Postage surcharge	MD19 Postage surcharge
Post product code	RMJAR International mail - incoming: delivered by Royal Mail	Appropriate XX Other operator code

I've been charged for inadequate packaging

	Royal Mail	Other operator
Advice	Not applicable	Check terms to see what charges can be applied
Post issue code		MI02 Miscellaneous and failures in service
Post product code		ZZZZZ

I've had an email saying I've not finished setting up mail redirection. I've not tried to set up redirection so I'm worried.

	Royal Mail	Other operator
Advice	Contact Royal Mail to alert them	Not applicable
Post issue code	RF03 False redirect set up	
Post product code	RMVAR Redirection	

Is it possible to set up mail redirection from one multi-occupied property to another

	Royal Mail	Other operator
Advice	No. A redirection can only be set up from a unique delivery point. Redirection terms explain that a redirection can't be set up from a multi-occupied property. Royal Mail gives examples of multi-occupied properties as boarding houses, university halls of residences, nursing home, caravan sites, hospitals, mail boxes and hotels.	N/A
Post issue code	RFX [Redirection] Other	
Post product code	RMVAR Redirection	

Conduct of delivery person

	Royal Mail	Other operator
Advice	Complain to Royal Mail	Complain to postal operator
Post issue code	PR05 Staff attitude/behaviour	PR05 Staff attitude/behaviour

Post product code	RMZZU	ZZZZZ
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The perfume I sent abroad got taken out of the parcel before it got delivered.

	Royal Mail	Other operator
Advice	Some goods are restricted or prohibited. Perfume is restricted.	Check to see: <ul style="list-style-type: none"> • if perfume can be sent • how delivery company handles restricted or prohibited items
Post issue code	PR03 Royal Mail policy/procedure	MI02 Miscellaneous and failures in service
Post product code	Appropriate RM code for service used to send perfume	XXCBU International outbound: parcel

Royal Mail won't deliver parcels to my flat

	Royal Mail	Other operator
Advice	Ofcom rules allow Royal Mail to set 'delivery exceptions' - reasons why they don't deliver to a particular location Use the 3-stage appeal process to complain about a delivery exception	Not applicable
Post issue code	PR03 Royal Mail	

	policy/procedure	
Post product code	RMXAR Standard parcel	

I arranged a Royal Mail redelivery online but they didn't turn up

	Royal Mail	Other operator
Advice	Complain to Royal Mail about failure of service Arrange a further redelivery or collect item	Not applicable
Post issue code	MD20 Redelivery failures/problems	
Post product code	Appropriate RM code for the item being redelivered	

I'm still getting mail after I've asked the company to stop

	Royal Mail	Other operator
Advice	Complain to the company sending the mail Complain to the Information Commissioner if not satisfied with the company's response	
Post issue code	DM01	DM01
Post product code	RMOAR Ordinary letters	Appropriate XX Other operator code

Royal Mail staff are on strike

	Royal Mail	Other operator
Advice	Use online services, email and post instead of post	Not applicable

	<p>Check Royal Mail website for service updates</p> <p>Items posted at a post office are more likely to get collected than from a post box</p> <p>Send items with another postal operator</p> <p>Report overflowing post boxes to Royal Mail</p>	
Post issue code	MI02 Miscellaneous and failures in service	
Post product code	RMZZU Unable to categorise	

I think I've bought fake stamps

	Royal Mail	Other operator
Advice	<p>Report to Royal Mail using their online form</p> <p>Using the stamps is likely to mean recipients get charged for underpaid postage</p>	Not applicable
Post issue code	MI03 Scams	
Post product code	RMZZU Unable to categorise	

Is my local shop allowed to sell stamps for less than the face value?

	Royal Mail	Other operator
Advice	Yes	Not applicable
Post issue code	MI02 Miscellaneous and failures in service	
Post product code	RMZZU Unable to	

	categorise	
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I sent a parcel abroad with a courier. It didn't get delivered and I'm getting charged to get it back.

	Royal Mail	Other operator
Advice	Not applicable	Check terms to see process and charges for return to sender
Post issue code		MD22 Returned to sender by delivery office
Post product code		XXCBU International outbound: parcel

The post office was closed but the opening hours online said it'd be open

	Royal Mail	Other operator
Advice	Not applicable	Follow the post office complaints procedure
Post issue code		PO2 [Post office network issues] Opening hours
Post product code		ZZZZZ Unable to categorise

Collect@home item not collected

	Royal Mail	Other operator
	C paying RM a fee for a non-USO service	C paying delivery company a fee for a service

Advice	<p>Failure to collect = breach Terms of parcel collect service say RM will refund:</p> <ul style="list-style-type: none"> • collection fee only - not postage • nothing - if no-one there, item not available, too heavy, poorly packaged etc 	<p>Failure to collect = breach Check terms of agreement for:</p> <ul style="list-style-type: none"> • liability for delay/ failure to collect • time limit to claim • how to claim
Post issue code	MC02 Collection problems	MC02 Collection problems
Post product code	RMZZU Unable to categorise	XXCPS Collection point services

Can I be prosecuted if my dog injures a delivery person		
	Royal Mail	Other operator
Advice	<p>Injury to postal worker is a personal injury Owner of a dangerous dog can be fined or sent to prison. It's illegal for dogs to be out of control anywhere, such as:</p> <ul style="list-style-type: none"> • in a public place • in a private place, for example a house or garden • in the owner's home <p>Police or local authority enforces Dangerous Dogs Act. Postal operator may choose to take a private prosecution</p>	
Post issue code	PRXX [Royal Mail procedures] Other	MI02 Miscellaneous and failures in service
Post product code	RMZZU Unable to categorise	XXADU Domestic parcel