



HOUSE OF COMMONS

LONDON SW1A 0AA

Dame Melanie Dawes
Chief Executive –
OFCOM Riverside
House 2a Southwark
Bridge LONDON SE1
9HA

11th September 2026

Dear Dame Melanie,

Re: Royal Mail Delays – Role of Ofcom

We are writing to you to share our frustration about our ongoing correspondence and meetings with Royal Mail regarding postal delays in our areas.

As you will be well aware, Royal Mail has been repeatedly failing to meet its obligations under both the old and renegotiated Universal Service Obligation (USO). Even under the new terms, which soften the headline targets for Royal Mail, the company is expected to deliver 90% of First Class mail by next day, down from 93%, and 95% of Second Class mail within three working days, down from 98.5%. In the last financial year, less than 76% of First Class mail and just over 90% of Second Class mail met those targets. We note your ongoing investigation into the company's performance over this period.

We understand that the purpose of revising the Universal Service Obligation was to help enable Royal Mail to meet realistic targets and achieve a better standard of service overall. We welcome the ambition to improve next-day delivery of First Class mail to 85% by January 2027 and 90% by April 2027, and to improve the share of Second Class deliveries within three working days to 93% by January 2027 and 95% by April 2027.

However, we are seriously concerned that Royal Mail's refusal to admit that it is not performing at an appropriate standard now will hinder its ability to improve.

Our inboxes are full of messages from constituents experiencing marked postal delays, often with serious consequences, from missed medical appointments to fines for delayed payment – all because the mail they needed was not received until days or weeks after it should have arrived.

Postal workers in our areas tell us about the problems at local delivery offices – they know what is going wrong, and what practical solutions would help hard-working staff get the job done.

Yet Royal Mail's senior leadership tells us time and again that there are no problems in our areas. Their responses follow such a clear pattern that they seem to show complete disdain for the concerns of residents. This is completely unacceptable. Telling us that night is day will not fix the problem. Acknowledging what is wrong, and engaging seriously on the detailed, local solutions that must sit alongside Universal Service Obligation reform, is the first step towards a solution.

We are concerned that the steps Ofcom has taken with regard to Royal Mail have not been sufficient – the fact that the company has been fined millions of pounds in each of the past three financial years for failing to meet its targets, and that it is under investigation for failing

again in a fourth consecutive year, shows that fines alone are not enough.

While we hope that Universal Service Obligation reforms will help, Royal Mail's attitude to our repeatedly raised concerns suggests that you, as the regulator, must take a stronger hand in ensuring that they take these issues seriously.

We would welcome your view on what more you can do to ensure Royal Mail engages with the serious ongoing problems our residents face – and would welcome the opportunity to meet with you to discuss this further.

Yours sincerely,

Dave Robertson MP
Lichfield

Chris Bloore MP
Redditch

Dan Aldridge MP
Weston-super-Mare

Sadik Al-Hassan MP
North Somerset

Tahir Ali MP
Birmingham Hall Green & Moseley

Callum Anderson MP
Buckingham & Bletchley

Jess Asato MP
Lowestoft

Lewis Atkinson MP
Sunderland Central

Alex Ballinger MP
Halesowen

Antonia Bance MP
Tipton & Wednesbury

Paula Barker MP
Liverpool Wavertree

Lee Barron MP
Corby & East Northamptonshire

Johanna Baxter MP
Paisley & Renfrewshire South

Apsana Begum MP
Poplar & Limehouse

Matt Bishop MP
Forest of Dean

Sureena Brackenridge MP
Wolverhampton North East

Jonathan Brash MP
Hartlepool

Julia Buckley MP
Shrewsbury

Maureen Burke MP
Glasgow North East

Ruth Cadbury MP
Brentford & Isleworth

Irene Campbell MP
North Ayrshire & Arran

Bambos Charalambous MP
Southgate & Wood Green

Jacob Collier MP
Burton & Uttoxeter

Lizzi Collinge MP
Morecambe & Lunesdale

Tom Collins MP
Worcester

Torcuil Crichton MP
Na h-Eileanan an Iar

Chris Curtis MP
Milton Keynes North

Ashley Dalton MP
West Lancashire

Emily Darlington MP
Milton Keynes Central

Paul Davies MP
Colne Valley

Anna Dixon MP
Shipley

Anneliese Dodds MP
Oxford East

Neil Duncan-Jordan MP
Poole

Cat Eccles MP
Stourbridge

Sarah Edwards MP
Tamworth

Maya Ellis MP
Ribble Valley

Bill Esterson MP
Sefton Central

Patricia Ferguson MP
Glasgow West

Catherine Fookes MP
Monmouthshire

Daniel Francis MP
Bexleyheath & Crayford

Allison Gardiner MP
Stoke-on-Trent South

Anna Gelderd MP
South East Cornwall

Gill German MP
Clwyd North

Preet Gill MP
Birmingham Edgbaston

Ben Goldsborough MP
South Norfolk

Jodie Gosling MP
Nuneaton

Helen Hayes MP
Dulwich & West Norwood

Tom Hayes MP
Bournemouth East

Mark Hendrick MP
Preston

Chris Hinchliff MP
North East Hertfordshire

Patrick Hurley MP
Southport

Leigh Ingham MP
Stafford

Terry Jermy MP
South West Norfolk

Kim Johnson MP
Liverpool Riverside

Darren Jones MP
Bristol North West

Warinder Juss MP
Wolverhampton West

Jayne Kirkham MP
Truro & Falmouth

Sonya Kumar MP
Dudley

Peter Lamb MP
Crawley

Ian Lavery MP
Blyth & Ashington

Noah Law MP
St Austell & Newquay

Emma Lewell MP
South Shields

Rachael Maskell MP
York Central

Julie Minns MP
Carlisle

Navendu Mishra MP
Stockport

Grahame Morris MP
Easington

Joe Morris MP
Hexham

Perran Moon MP
Camborne & Redruth

James Naish MP
Rushcliffe

Connor Naismith MP
Crewe & Nantwich

Josh Newbury MP
Cannock Chase

Charlotte Nichols MP
Warrington North

Samantha Niblett MP
South Derbyshire

Melanie Onn MP
Great Grimsby & Cleethorpes

Simon Opher MP
Stroud

Kate Osborne MP
Jarrow & Gateshead East

Darren Paffey MP
Southampton Itchen

Toby Perkins MP
Chesterfield

Jess Phillips MP
Birmingham Yardley

Richard Quigley MP
Isle of Wight West

Steve Race MP

Exeter

Andrew Ranger MP

Wrexham

Mike Reader MP

Northampton South

Bell Ribeiro-Addy MP

Clapham & Brixton Hill

Sarah Russell MP

Congleton

Michelle Scrogham MP

Barrow & Furness

Mark Sowards MP

Leeds South West & Morley

John Slinger MP

Rugby

David Smith MP

North Northumberland

Nick Smith MP

Blaenau Gwent & Rhymney

Gareth Snell MP

Stoke-on-Trent Central

Ali Strathern MP

Hitchin

Peter Swallow MP

Bracknell

Alison Taylor MP

Paisley & Renfrewshire North

Rachel Taylor MP

North Warwickshire & Bedworth

Fred Thomas MP

Plymouth Moor View

Jessica Toale MP

Bournemouth West

Henry Tufnell MP

Mid & South Pembrokeshire

Derek Twigg MP

Widnes & Halewood

Valerie Vaz MP

Walsall & Bloxwich

Chris Webb MP

Blackpool South

Michelle Welsh MP
Sherwood Forest

Nadia Whittome MP
Nottingham East

Mohammad Yasin MP
Bedford