

Royal Mail

What to do if you are unhappy with the service you have received from Royal Mail.

Royal Mail is the universal service provider for postal services in the UK and it has a duty to provide you with a high standard of service.

Check the standard of service in your area

Learn about the quality of service you are receiving in your area by [viewing the Royal Mail standards of service on their website.](#)

Complaining about Royal Mail

If you have experienced a problem with Royal Mail, such as items getting lost, delayed or damaged, you should let them know as soon as possible.

Royal Mail's [complaints handling process](#) is available on their website.