

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 (FOISA)

Thank you for your request dated 2 March 2024 under the Freedom of Information (Scotland) Act 2002 (FOISA).

Your request

You asked for information in relation to the following points:

1. Please could you provide me with a breakdown of the number of complaints Consumer Scotland has received relating to excessive or possibly unlawful delivery charges over the last three years. Please break this data down by year, local authority referral (if any) and company that is subject of the complaint.
2. Please could you supply details of all recorded materials held by Consumer Scotland that relate to policy proposals for remedying problems with unlawful delivery charges. This may include, but should not be limited to, internal reports, memos or presentations, communications with government officials and/or agencies such as the OfCom. Please limit your search to materials generated within the last three years.
3. Please could you confirm how much funding Consumer Scotland has received in the last three years in order to support work on unfair deliver charges.
4. Please could you supply the most recent recorded materials held by Consumer Scotland that provide an assessment of the impact of higher delivery charges on parts of Scotland.

Response to your request

The answers to your questions are as follows:

1. Consumer Scotland is the statutory, independent body for consumers in Scotland and was established to advocate on behalf of consumers. We therefore do not provide redress or advice directly to consumers which we refer to the appropriate organisation in Scotland. We do however, receive occasional complaints due to consumers mistaking us for an advice provider. We have received two complaints in relation of excessive delivery charges and details can be found in the table below.

	Year	Local Authority Area	Company subject to Complaint
1.	2023	Highland	Retailers Delivery Charge Policy
2.	2023	Overseas Delivery Issue	FedEx and Parcel Hero

2. Consumer Scotland does not use the term ‘unlawful charges’ to inform our work and therefore hold no information in response to this specific request. We have however, published information relating to higher deliver charges which we hope you will find helpful and can be found in answer to question 4.
3. Consumer Scotland does not receive funding to specifically consider unfair delivery charges. We do however receive funding from the UK Government to support our levy funded work on post policy and details can be found in our published workplans for the years we have been in operation. At the time of responding, our funding for 2024-25 is subject to confirmation from the UK Government.
 - 2022-23: [Workplan for Energy, Post and Water 2022-23 | Consumer Scotland](#)
 - 2023-24: [Consumer Scotland Work Programme 2023-2024 \(HTML\) | Consumer Scotland](#)
 - 2024-25: [Work Programme 2024-2025 | Consumer Scotland](#)
4. Consumer Scotland holds the following information in relation to our assessment of the impact of higher delivery charges on parts of Scotland. This section contains links to the relevant information, all of which is published on our website:

1.	Consumer Scotland press release on UK postal services and rural communities.	Majority of adults in Scotland value standard prices for UK postal services to protect rural communities Consumer Scotland
2.	Consumer Scotland’s Draft Interim Strategic Plan	770359_sct0322645008-002_interim-strategic-plan_p3.pdf (consumer.scot)
3.	Consumer Scotland report on the parcels market in Scotland	the-parcels-market-in-scotland-consumer-scotland-insight-report.pdf
4.	Consumer Scotland report on the Universal Service Obligation and YouGov research on postal services	The Universal Postal Service Consumer Scotland
5.	Consumer Scotland overview paper on the UK postal market literature and policy proposal review and supporting briefings supplied by Ekos	UK Postal Market Literature and Policy Review Consumer Scotland

Your right to request a review

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to our Chief Executive; Sam Ghibaldan at Consumer Scotland, Meadowbank House, 153 London Road, Edinburgh. EH8 7AU or at sam.ghibaldan@consumer.scot

Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter.

We will complete the review in accordance with FOISA as soon as possible, and not later than 20 working days from the day following the date we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner. More detailed information on your appeal rights is available on the Commissioner's website at:
<https://www.itspublicknowledge.info/appeal>.