

Parcels league table

2025

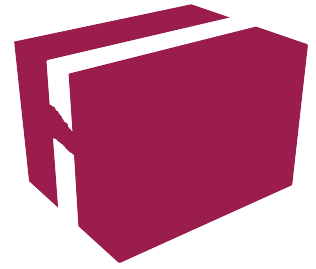
Parcels league table 2025

Rank	Company	Delivery	Accessibility	Customer service	Trust	Overall scores	Score change
1	Royal Mail	3.20	2.80	3.40	4.00	3.25 out of 5 	Increased 
2	Amazon Logistics	3.20	1.80	3.50	3.80	3 out of 5 	Stayed the same 
3 =	DPD	2.40	2.00	2.10	3.40	2.25 out of 5 	Decreased 
3 =	Evri	2.40	1.60	2.70	2.00	2.25 out of 5 	Increased 
5	Yodel	2.40	1.40	2.20	1.80	2 out of 5 	Stayed the same 

Notes: Parts of the accessibility metric are from data on consumer perception and as such should not be seen as a judgement on whether or not these options or services are actually available.
*Evri and DPD are tied third place. Where scores are the same, we've used unrounded scores to decide where to place each company in the table.

2025 findings

Five years of our parcels league table... Too many problems and not enough progress



This is our fifth annual parcels league table. As the consumer advocate for post, we compare consumers' delivery experiences with the top 5 biggest parcel companies.

We focus on 4 key indicators related to consumer views and priorities. These are: delivery, accessibility, customer service and trust.

For the fifth year in a row, we see a parcels market that is still not working for people relying on it.

- **The rate of delivery problems remains at the highest level seen in the past five years.** 37% of people experienced a problem with their last delivery - the fifth year in a row it has stood above 33%.
- One parcel company has scored above a 3 out of a possible 5 stars. No company has increased or decreased beyond 0.25 of a star since last year.
- Trust scores are the lowest they have been.

We now urgently need action from Ofcom to secure the improvements consumers need in this vital market.

In 2025:

①

Royal Mail scored highest: 3.25- the highest any company has scored

⑤

Yodel came last with 2 stars out of 5



There is a 1.25 stars difference between highest and lowest scoring companies



Accessibility continues to be the **lowest** average score of all the criteria



Delivery

- To calculate delivery scores, we use social media analysis, consumer service data and polling data. The polling data comes from a nationally representative survey of 8,000 people.
- These scores have improved by a small margin from last year - with an overall increase of 0.2 of a star.
- But on polling data alone, rates of delivery problems remain at the highest level seen in the past five years.
- Improvements are driven by reduced complaints raised on social media and to our consumer service.
- This could suggest that people are beginning to simply expect poor parcel service.



37% of people had a problem with their last parcel delivery

Of the people that had a problem:



24% said the parcel was left in an insecure location



24% said the parcel arrived late



29% said the delivery driver left before they had time to get to the door



Accessibility

In November 2023, Ofcom introduced a new regulatory condition on accessibility.

However, two years on, accessibility continues to be the lowest scoring category across the league table.

1 in 5 (20%) people reported they had an accessibility need that they would like to share with their parcel delivery company.

*Accessibility needs are self-identified. They include needing parcels left in specific locations, additional time to get to the door or help with carrying or picking up parcels. They also include other reasons why arranging parcel delivery or answering the door can be difficult, such as childcare or health conditions.

Out of just those who said they had an accessibility need to share:



37% were unable to share this with the delivery company;



Over half (56%) had a delivery problem with their last parcel delivery, compared to 37% of the general population



Of those who did manage to share their accessibility need, **84%** said their needs were taken into account

Our [advice page](#) explains how you can tell all five parcel companies about your accessibility needs.



Customer service

Our evidence shows that, when people do experience a parcel delivery problem, they often find it hard to resolve. The process can be confusing, with people sometimes unsure whether to contact the retailer or the parcel carrier. Contact information can be difficult to find, operators can be unresponsive or slow, and automated systems often don't work well.

In April 2023, Ofcom responded to our concerns in this area. The regulator introduced more specific guidance for parcel companies on managing complaints processes. This introduced greater clarity about who to contact, the process and how long it would take to resolve.

This year's results show that complaints is the area where companies have most improved on last year. However, this is a modest improvement - at 0.4 of a star as an average across all companies.



13% of people said they received too little information about their delivery overall

Out of the those who had a delivery problem they were struggling to resolve:*



31% of people (almost a third) experienced more than one problem whilst trying to resolve their issue



38% (over a third) were not satisfied with the outcome of the complaints process

*Notes: Base: those who had an issue when trying to raise a complaint about a parcel problem.



Trust

To develop the trust metric, we asked consumers how much confidence they had in the parcel company who had made their most recent delivery. Trust also looks at how satisfied they were with the service from that company.

Trust is an important metric to consider because it informs consumer expectations of the market, such as their faith in companies' complaints processes.



77% of consumers didn't get to choose who delivered their parcel themselves



3 out of 4 (76%) consumers who were not happy with their parcel company said this was because of a previous experience of poor quality of service or poor customer service.



Royal Mail received the highest, whereas Yodel received the lowest, trust score. There is a 2.2 difference between their scores on trust.

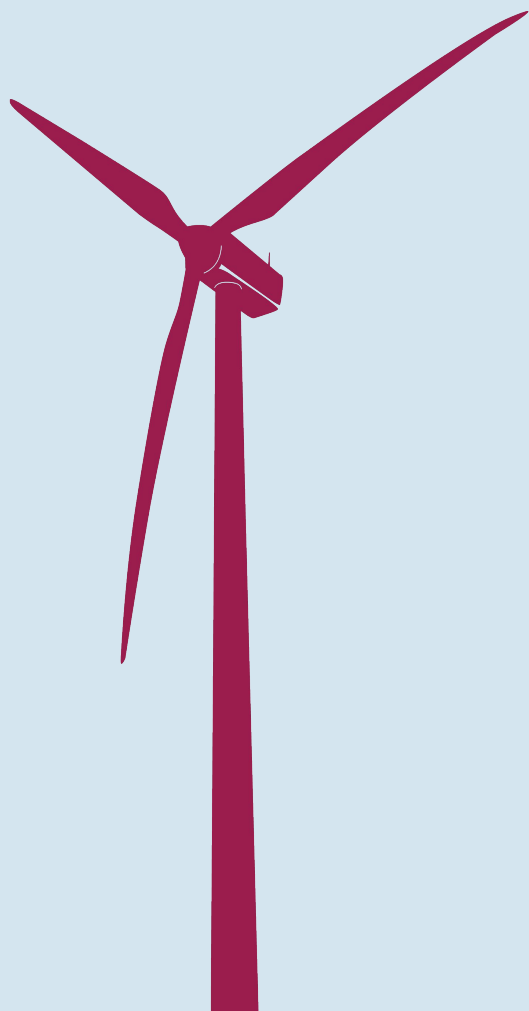
Context criteria - Cost

These criteria do not contribute to the companies' overall rankings

	Amazon Logistics	Royal Mail	DPD	Evri	Yodel
Cost to send a 1kg parcel	NA	££ Mid priced	£££ Expensive	££ Mid priced	£ Affordable
Cost to send 5kg parcel	NA	££ Mid priced	££ Mid priced	££ Mid priced	£ Affordable
Overall cost rating	NA	££ Mid priced	£££ Expensive	££ Mid priced	£ Affordable

We compare the cost of a drop off at a shop or pick up point and delivery to a UK mainland address. It's not an exact comparison because the services provided offer different delivery times. A DPD parcel sent this way should be delivered the next working day. Yodel should deliver within 2 working days, Royal Mail between 2 to 3 business days and Evri in 2 to 4 working days.

Context criteria - environmental data



This year we have removed the CO2 emissions table from the parcels league table report. This does not affect the overall league table, since we have never used this data to inform a company's ranking. It has always been treated as separate contextual information.

Several parcel companies raised questions about the comparability of the emissions data across companies. We agree that the current data available is limited and may be inconsistent. Therefore, we have not included this metric this year. Instead **we are asking for those companies who do not publish detailed data on emissions to share this information publicly.**

Tools already exist in other European countries, such as Belgium and Germany, to help consumers understand the relative environmental impacts of different companies.

Notes: For more information, you can [read our full methodology report.](#)

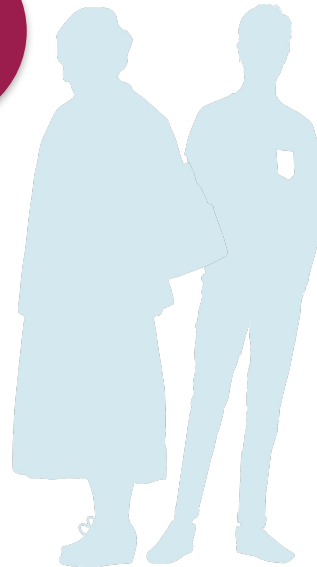
Disparities within the parcels market

Our research found that some groups experience problems in the parcels market at a higher rate than others

Disabled people

47% of disabled people who experienced an issue resolving a parcel delivery problem were dissatisfied with the outcome. This compares to 34% of those who do not identify as disabled.

47%



51%

Racially minoritised groups

51% of people from a racially minoritised background experienced a problem with their last delivery, compared to 35% of White people.

*Note: Disabled people are people who self-identify as having a disability or long-term health condition. This condition could relate to either physical or mental health, or both.

** Any references to ethnicity data should be treated as indicative, as the sample was not weighted to be representative of ethnicity.

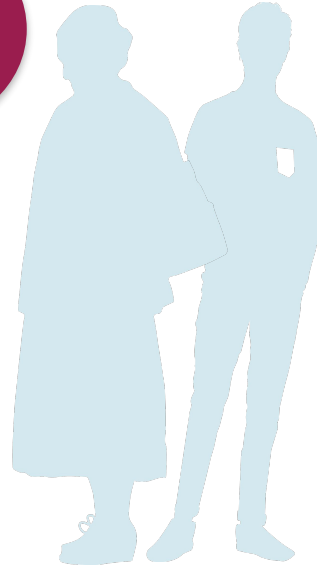
Disparities within the parcels market

Our research found that some groups experience problems in the parcels market at a higher rate than others

People with irregular working hours

48%

In comparison to 37% of the general UK population, almost half (48%) people who work zero hour contracts or shifts (and therefore might need their parcel left in a specific place) had a problem with their last parcel delivery.



77%

People with caring responsibilities

77% of people with a caring responsibility had a further issue when trying to resolve a delivery problem compared to 68% of people without caring responsibilities.

*Note: People with caring responsibilities includes those who care for people older and/or younger than them. This includes caring for children under the age of 18.

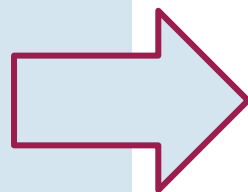
** Note: The caring responsibilities statistic was rebased to include those who had a delivery problem and took action to resolve their problem.

Social media analysis

We use a tool called Brandwatch to analyse parcel problems reported via social media.

Trending topics

The word cloud to the right highlights the most frequent words mentioned when consumers are making a complaint about their parcel online. **'Lost', 'item', 'delivered' and 'missing'** are amongst the top words mentioned.



Notes: For more information, you can [read our full methodology report.](#)

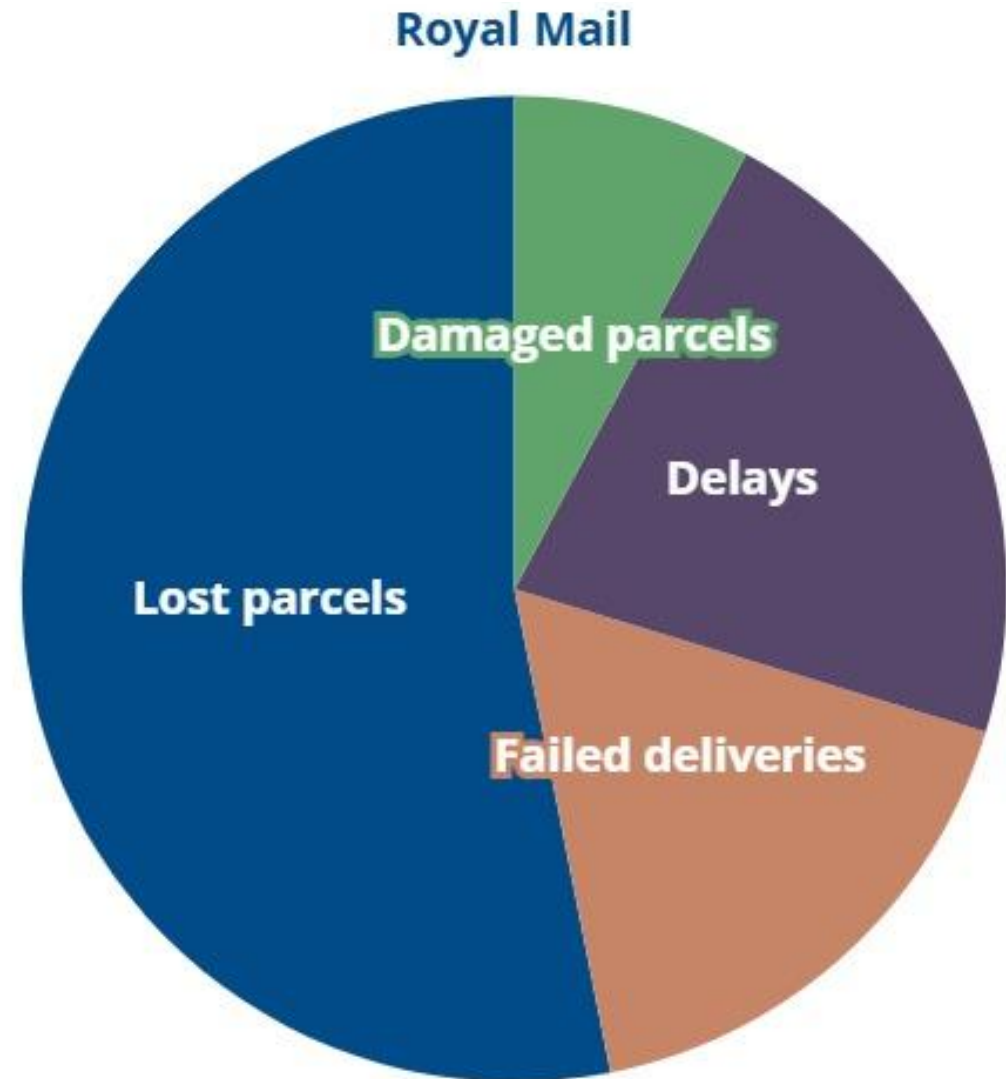
Social media analysis - types of negative mentions by company

We use this tool to break down negative mentions by categories.

The four categories are: lost parcels, damaged parcels, delays and failed deliveries.

Taking the percentages of mentions across all five companies, “lost parcels” and “delays” are the most common.

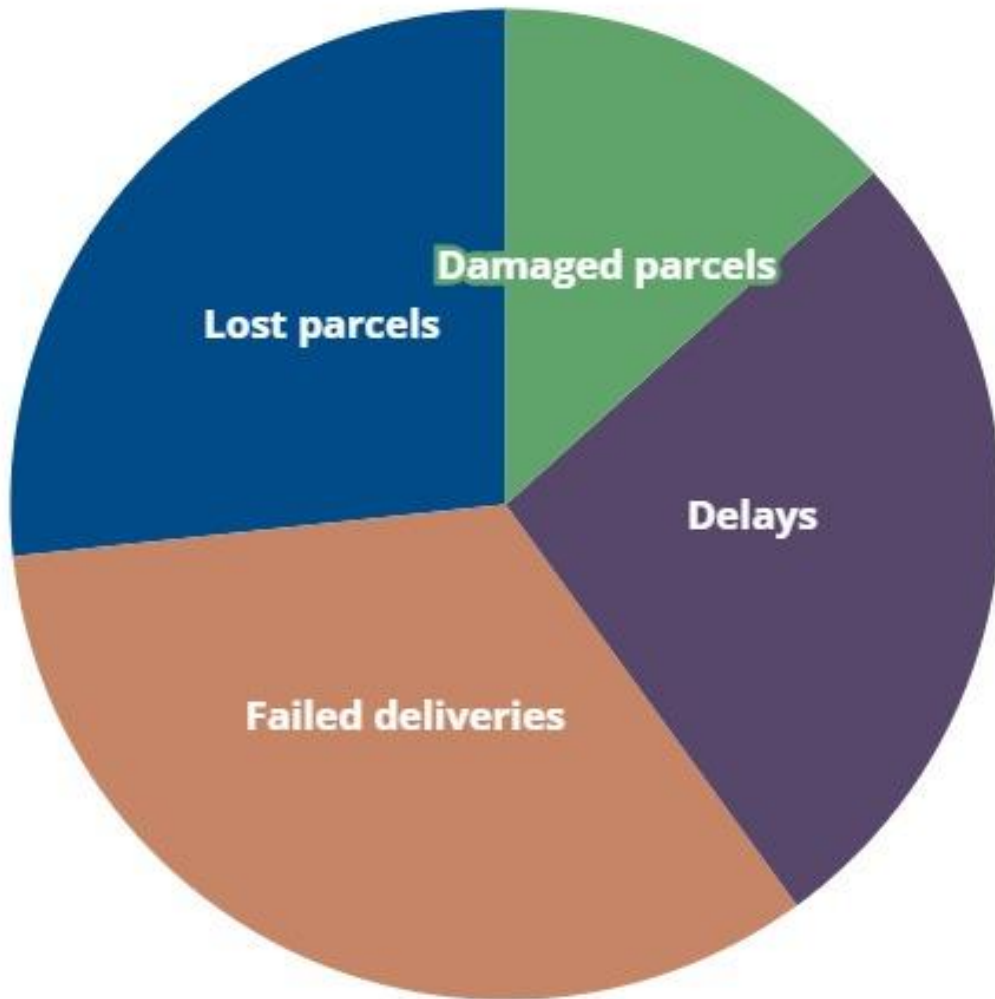
Amazon Logistics is the outlier to this trend, with “failed deliveries” being their most common negative mention.



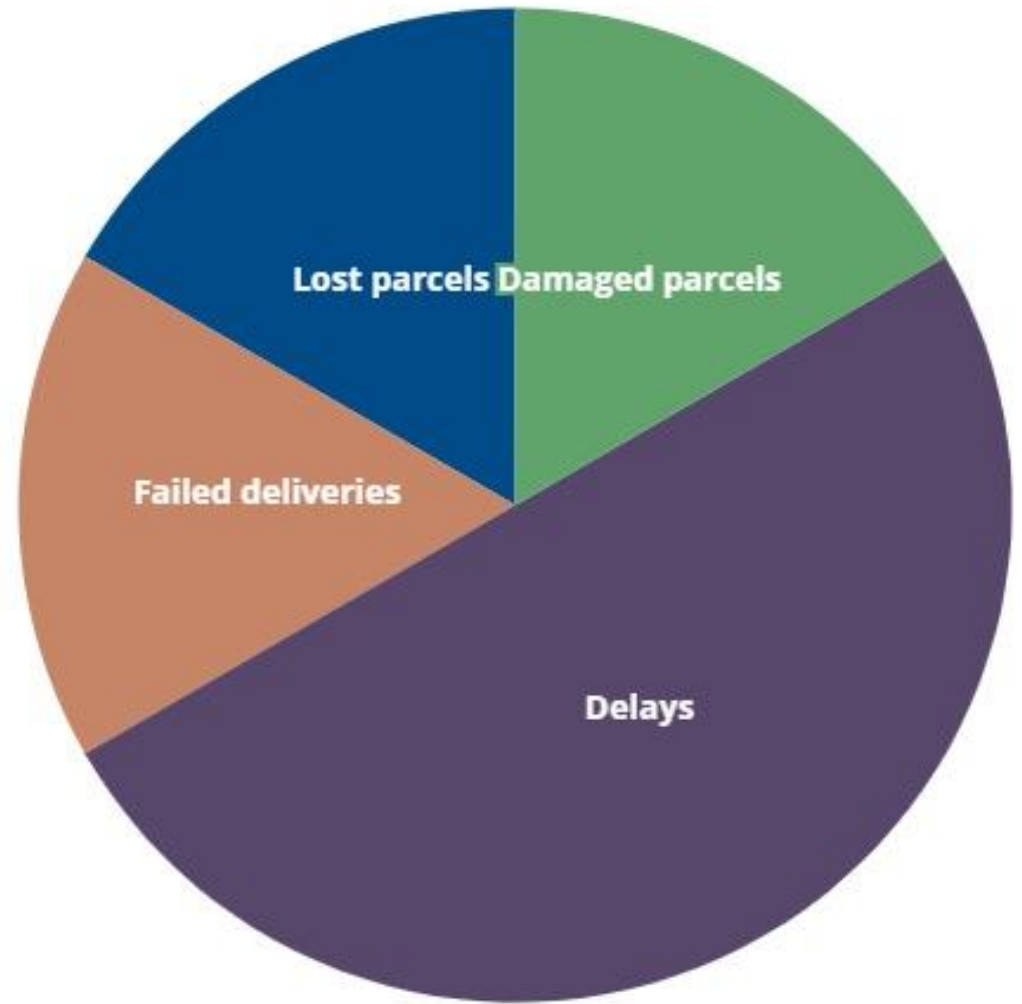
Notes: For more information, you can [read our full methodology report](#).

Social media analysis - types of negative mentions by company continued

Amazon Logistics



DPD



Notes: For more information, you can [read our full methodology report](#).

Social media analysis - types of negative mentions by company continued

Evri



Yodel



Notes: For more information, you can [read our full methodology report.](#)

5 year trends

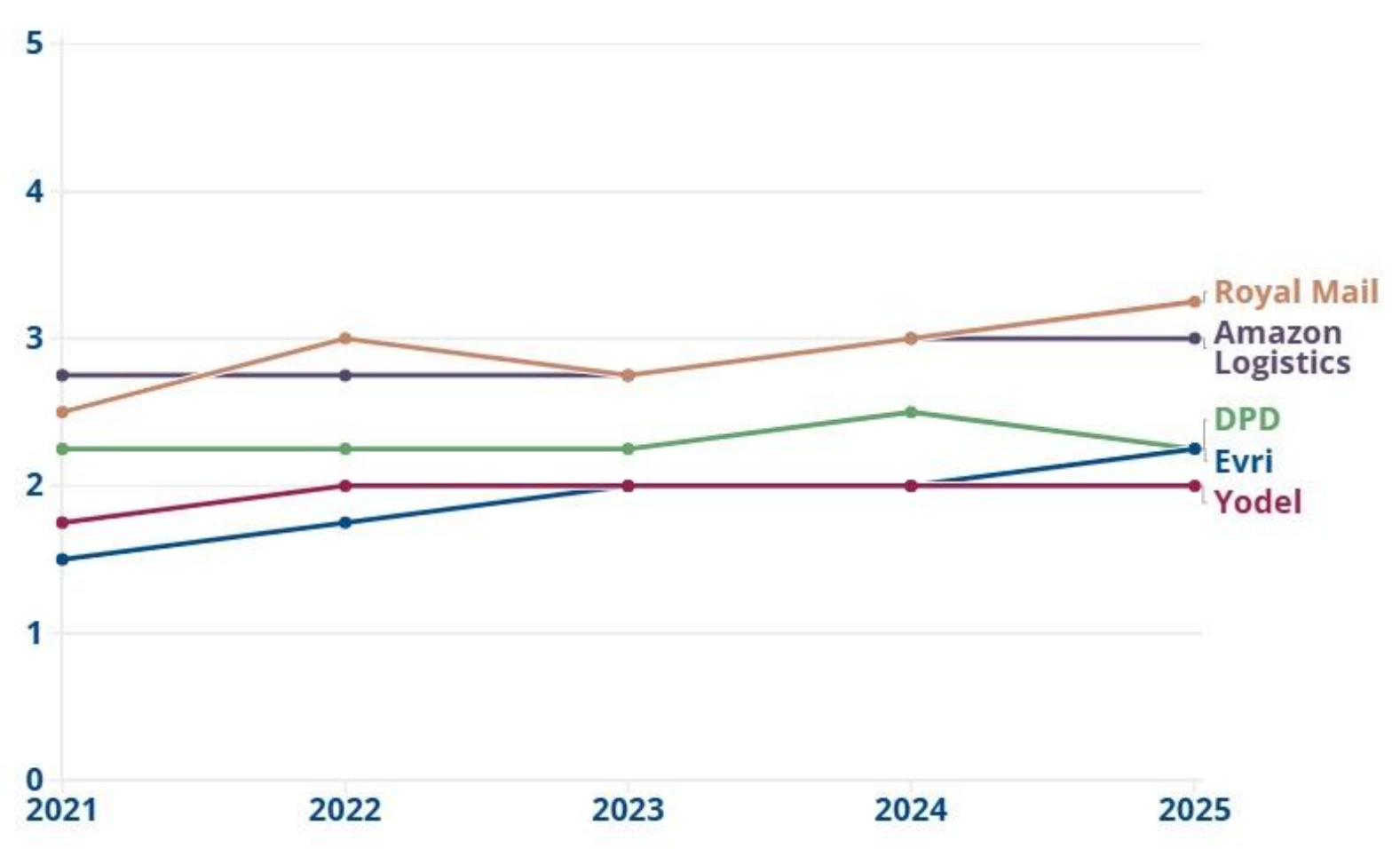
5 years on from our first parcels league table

Overall star ratings by company

Over the last five years there has been an overall increase in the average scores across parcel companies. However, this improvement is very marginal - at 0.35 of a star.

Given that we have never seen less than a third of people experiencing a problem with their last delivery, we need to see faster rates of improvement.

Interestingly, the same companies consistently seem to score on the lower end and the higher end.



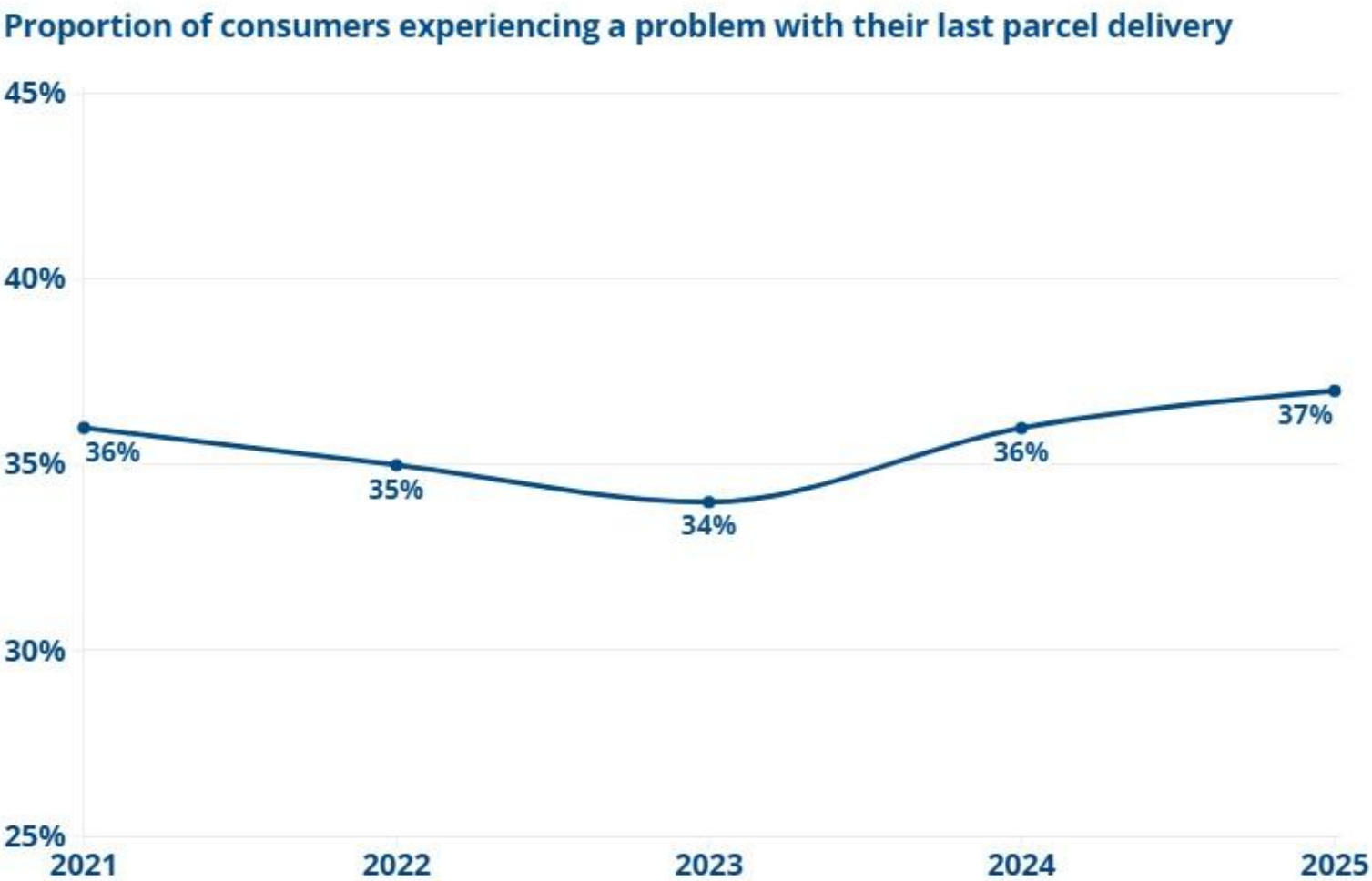
5 year trends - Delivery problems

The market as a whole is not working for consumers. The incidence of delivery problems is no better now than it was 5 years ago.

In 2021, 36% of people experienced a problem with their last delivery.

Since then, there were brief signs of improvement in 2023, but this trend didn't last.

The rate of delivery problems is now 1 percentage point higher than it was in 2021.



5 year trends - the most common issues

Over the last five years, rates of delivery problems have remained high. Almost every year since 2021, the most common delivery problem has been the driver leaving too quickly. The only exception was in 2022 when the most common issue was parcels arriving late.

Since 2021, accessibility has consistently been the lowest scoring criteria overall.

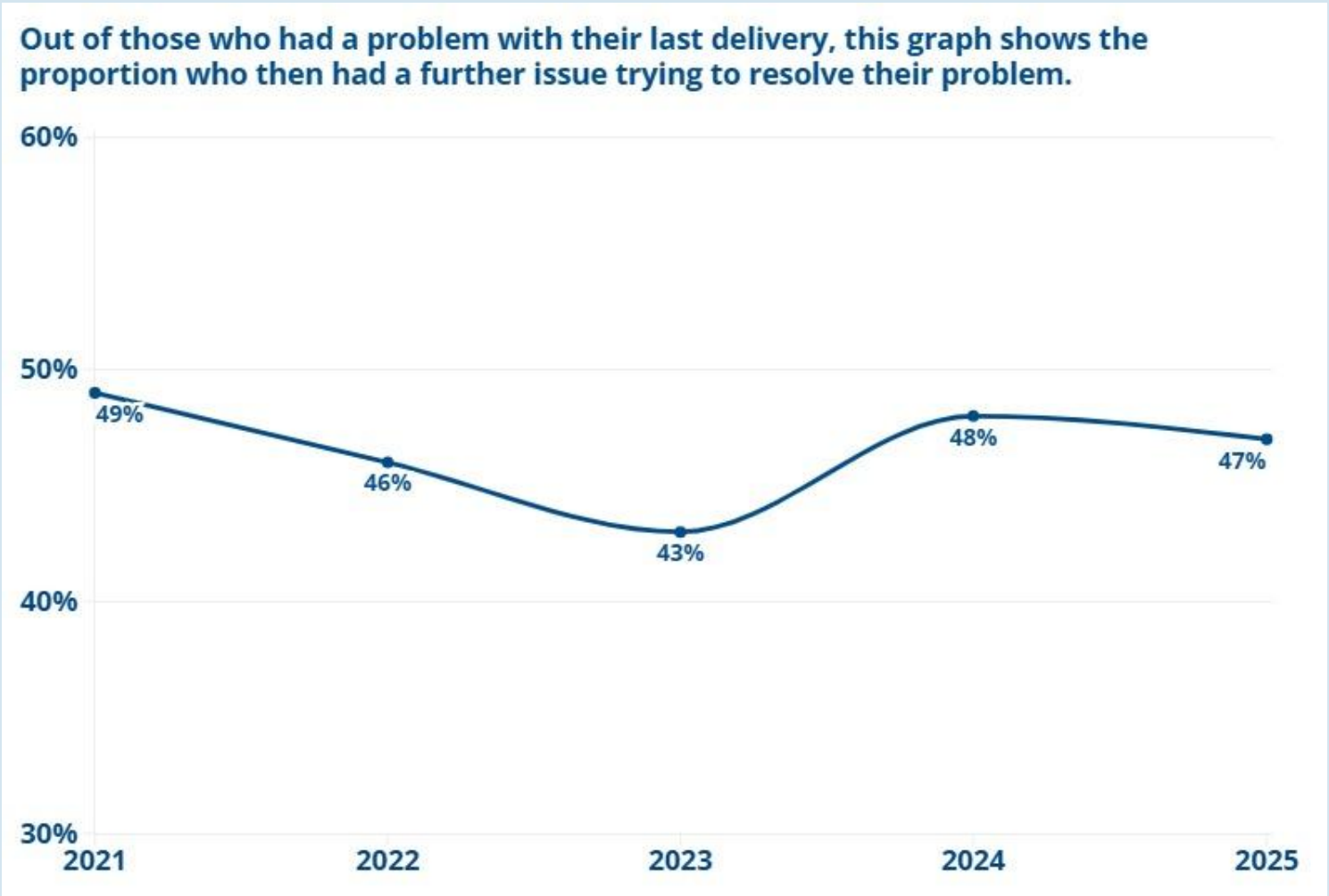
Issue	2021	2022	2023	2024	2025
Most common delivery problem	Driver left too quickly	The parcel arrived late	Driver left too quickly	Driver left too quickly	Driver left too quickly
Lowest scoring criteria	Accessibility	Accessibility	Accessibility	Accessibility	Accessibility

5 year trends - Customer service issues

The rate of issues related to trying to resolve a delivery problem have remained fairly constant throughout five years.

Over the last five years, there have been some very marginal shifts in the proportion of people experiencing an issue in resolving their delivery problem.

In 2025 we are only 2 percentage points better off compared to in 2021. We would expect to see a greater improvement, considering Ofcom introduced new guidance on complaints in 2023.



The base for this graph is of those who had a problem with their last delivery, and so this would also include people that did not attempt to resolve their problem.

5 year trends



Demographic disparities

Our research consistently shows that certain groups are disproportionately affected by failures in the parcels market.

We have been highlighting these disparities and calling for improvements.

We can now compare trends in these disparities over five years.

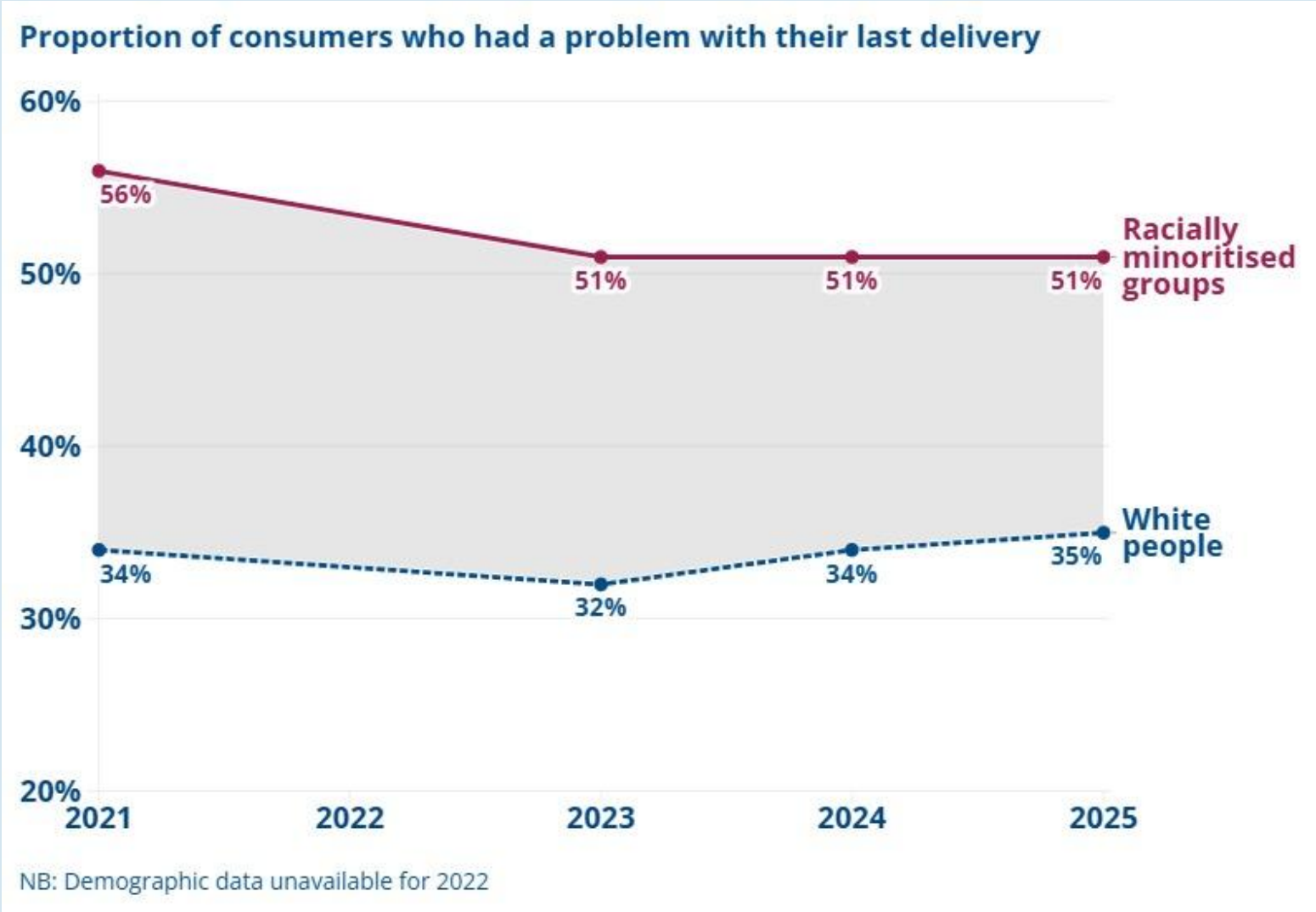
5 year trends - Racially minoritised groups

Racially minoritised groups continue to be more likely to experience parcel delivery problems than White people.

There is a gap of at least 16 percentage points between the two groups over five years. These figures are indicative only.

There has been a slight narrowing of the gap over the last 3 years but the disparity remains.

We are carrying out further analysis to understand the possible drivers of this striking disparity.

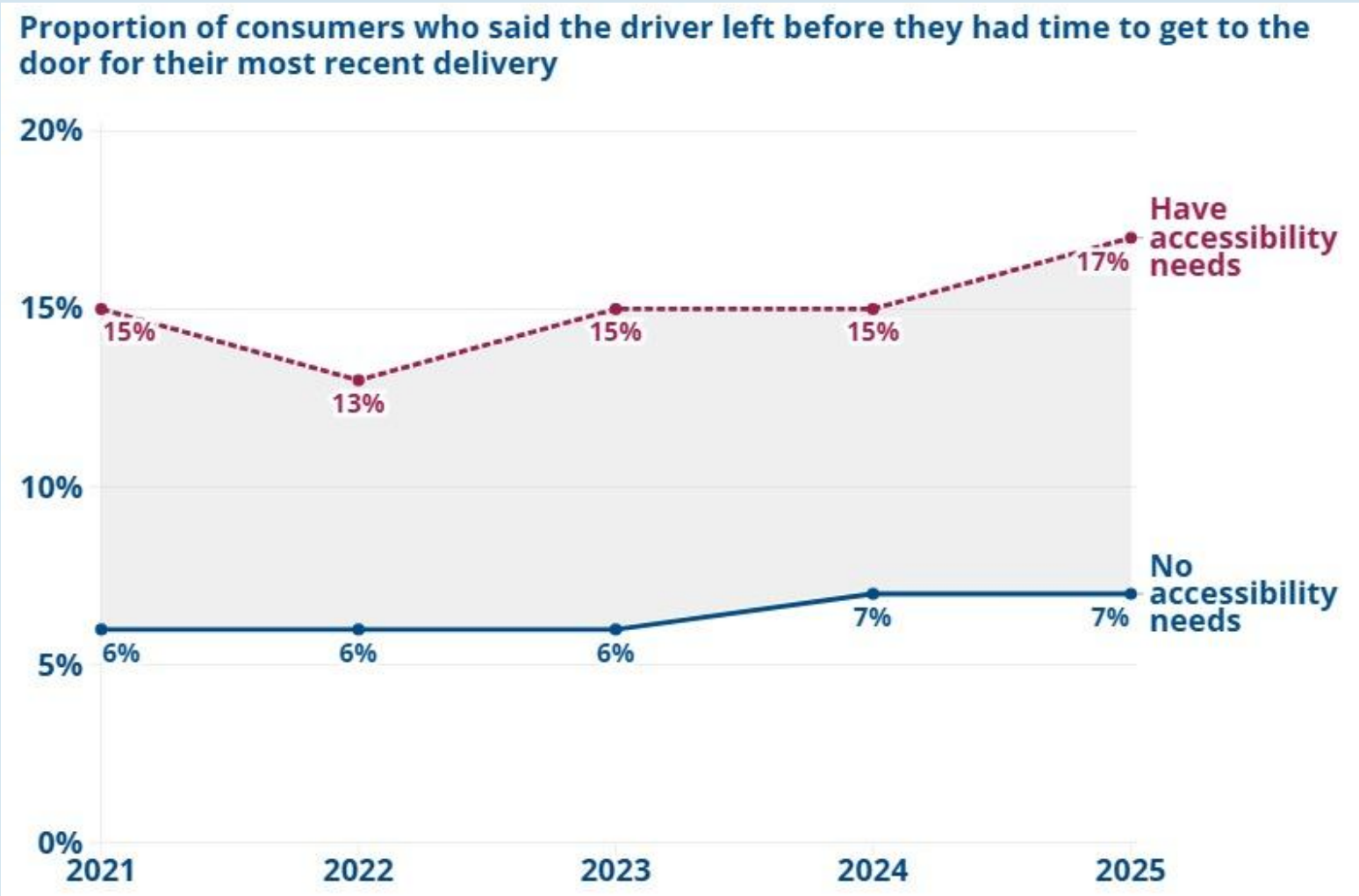


5 year trends - People with accessibility needs

Accessibility needs are self-identified. They include needing parcels left in specific locations, additional time to get to the door or help with carrying or picking up parcels. They also include other reasons why arranging parcel delivery or answering the door can be difficult, such as childcare or health conditions.

This graph shows the proportion of people who said that their delivery driver left before they had time to get to the door. It compares this percentage between people with access needs and those with none.

The disparity between the two groups has ranged between 7%-10%. Recently this disparity has been on the higher end. These rates are indicative.





A new accessibility condition: Has it worked?

We have been highlighting accessibility disparities in the parcels market since 2021. In November 2023, Ofcom responded by adding **a new accessibility condition** to their Postal Regulation Statement. This required parcel companies to introduce policies aimed at improving accessibility. For example, people must be able to specify delivery instructions. These can include louder knocking, having more time to get to the door and parcels being left in accessible locations.

So, two years on from the new regulation, are we seeing improvements for people with access needs?

- For the fifth year running, **accessibility continues to be the worst performing criteria in the league table.**
- The rate of people who wanted to share their accessibility needs, but were **not able to share their needs remains high at 37%**. Last year this was 39%.
- Furthermore, out of those who *were* able to share their needs, **14% said their needs were not taken into account.** This is in line with last year, where 13% of people who shared their access needs reported these were not taken into account.



A new accessibility condition: Has it worked?

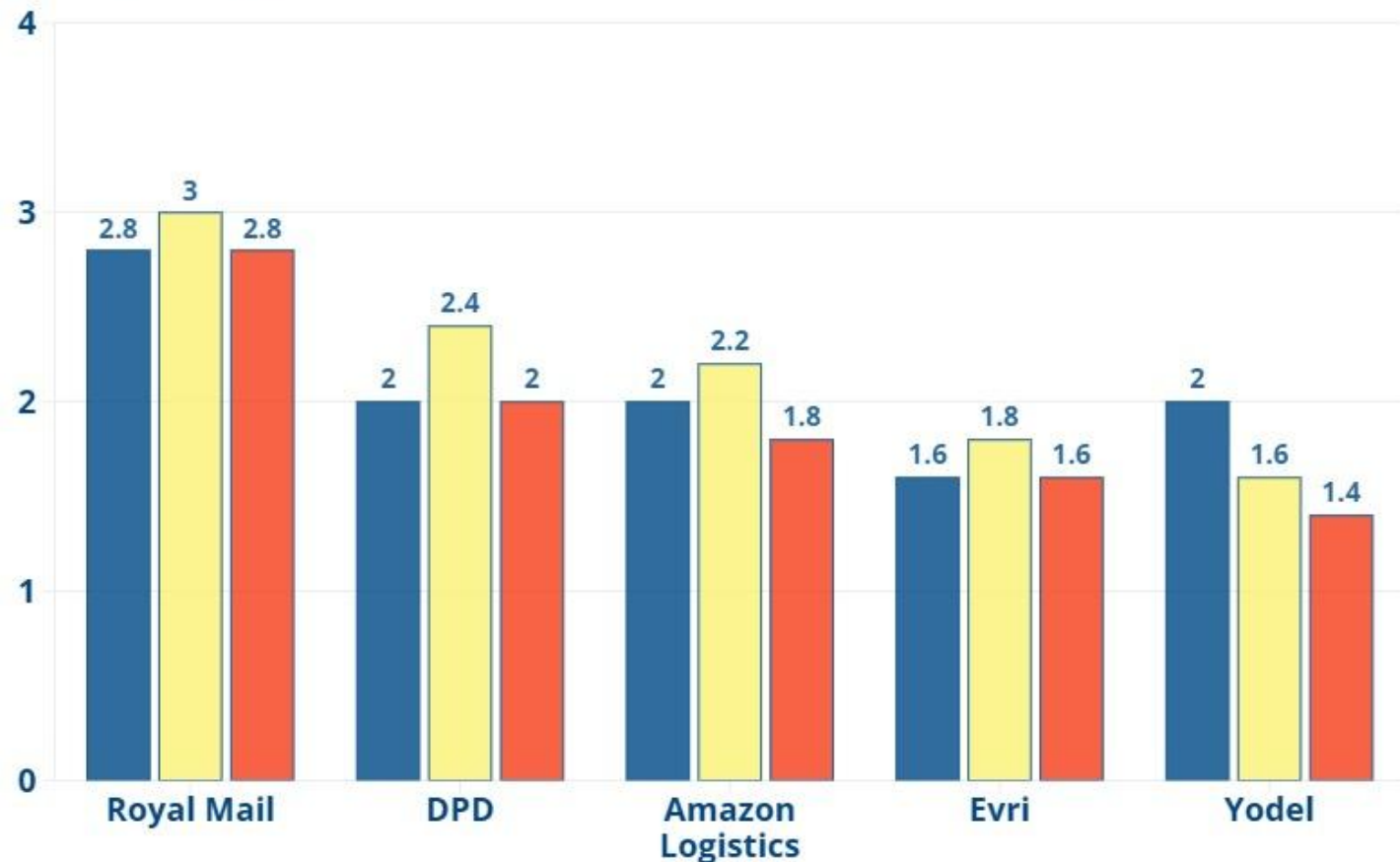
Accessibility star ratings have not changed much since before the introduction of the new condition in 2023.

Most companies (except Yodel) improved on their accessibility star rating in 2024, but then all worsened again in 2025.

The highest accessibility rating ever was Royal Mail (3 stars) in 2024. But this year this has dropped back to 2.8.

Accessibility scores

■ 2023 ■ 2024 ■ 2025





A new accessibility condition: shown as a data table

Company	2023	2024	2025
Royal Mail	2.8	3	2.8
DPD	2	2.4	2
Amazon Logistics	2	2.2	1.8
Evri	1.6	1.8	1.6
Yodel	2	1.6	1.4

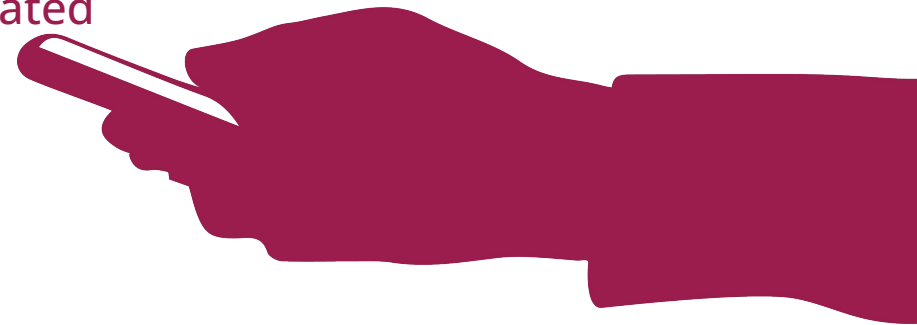


New complaints guidance: has it worked?

Over the last five years, our evidence has highlighted the challenges people face when they want to complain about a delivery issue. Ofcom recognised these problems and introduced new guidance on managing complaints processes in April 2023. The purpose of this guidance was to ensure consumers could easily contact parcel companies and see their query dealt with promptly. There were also new specifications for staff training.

The additional guidance has now been in place for well over two years, so has it had an impact?

- Compared to last year's scores, customer service is the most improved category this year. All companies except DPD have higher scores.
- However, when placed in wider context, the evidence is less encouraging. If we compare scores with those achieved in 2023 - when the new guidance took effect - only two companies have improved scores since then.
- 47% of people who experienced a problem with their last delivery had a further issue when trying to resolve their problem. This compares to 48% of people in 2024. Issues included slow or unresponsive service and problems with automated systems.





New complaints guidance: has it worked?



38% of those who encountered an issue trying to resolve the problem were not satisfied with the outcome.



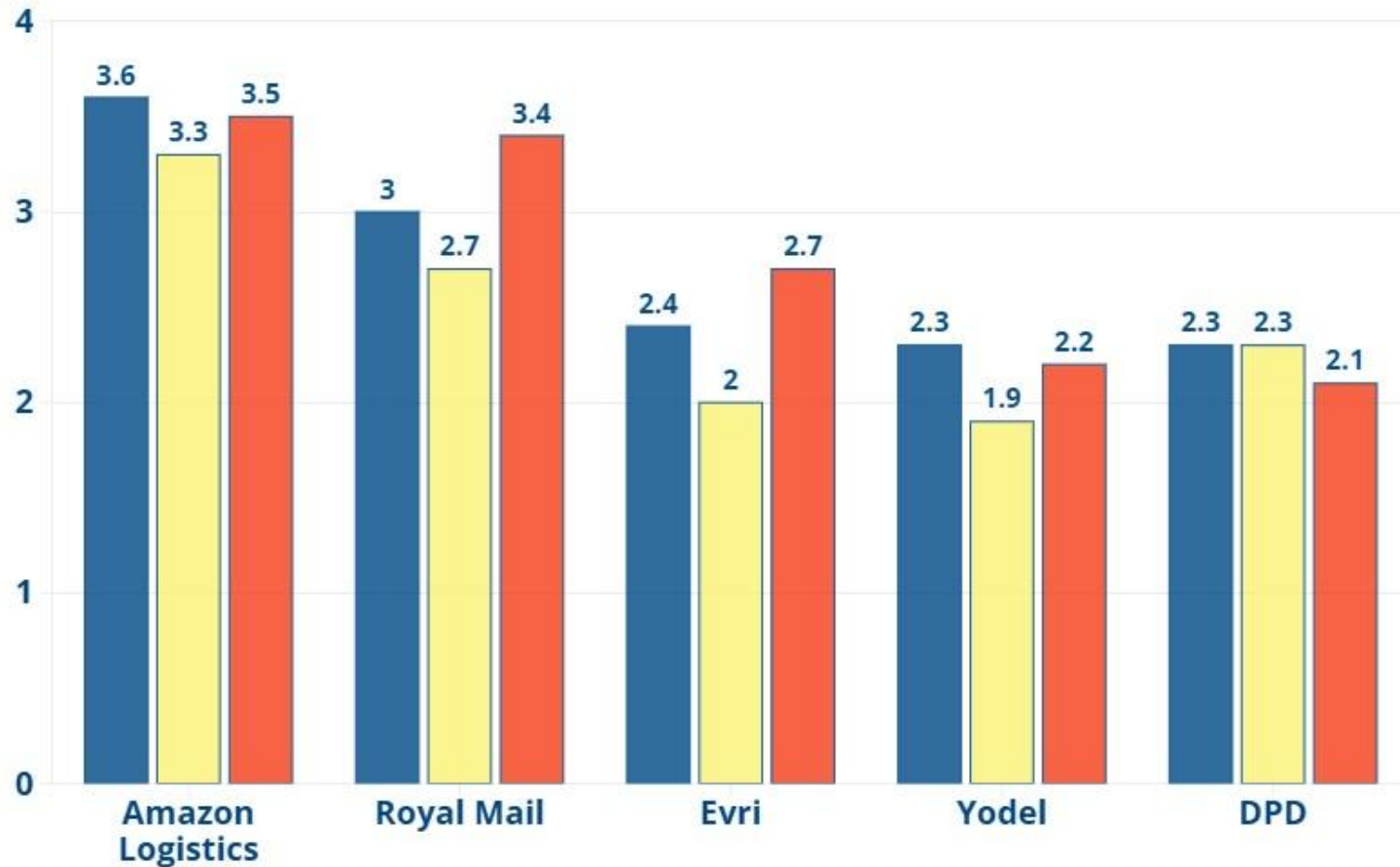
DPD has the worst customer service score this year, scoring 2.10 stars.



Scores are improved for customer service for all companies apart from DPD compared to last year.

Customer service scores

■ 2023 ■ 2024 ■ 2025



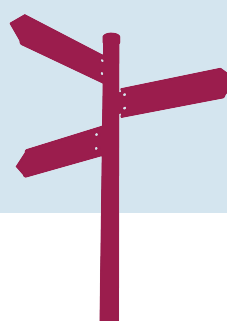


Customer service scores: data table

Company	2023	2024	2025
Amazon Logistics	3.6	3.3	3.5
Royal Mail	3	2.7	3.4
Evri	2.4	2	2.7
Yodel	2.3	1.9	2.2
DPD	2.3	2.3	2.1

Above are the same customer service scores from the previous slide but this time displayed as a table.

Looking forward

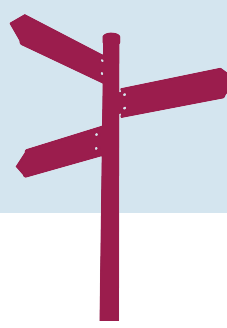


So what does five years' worth of evidence tell us about the current state of the parcels market? Although on the face of it the sector is rapidly evolving, what is striking when we look at our findings is that **the consumer experience and scale of problems many face has remained much the same.**

Since 2021, the proportion of people experiencing a problem with their last delivery has **never dropped below 1 in 3**. This year's rate of 37% remains at the highest level seen in the past five years - and trust scores for parcel companies are the lowest.

Ofcom has begun to acknowledge the significance of the issues in a sector which is now vital for millions of people and businesses. In 2023, they introduced a new accessibility condition and additional guidance for parcel companies on improving complaints processes. But **our evidence shows this has not led to the sustained improvements needed.**

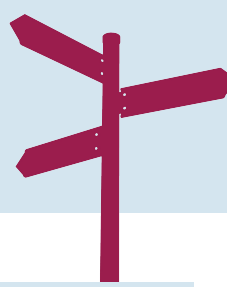
Looking forward



For the fifth year running, **accessibility is the lowest scoring criteria** and Ofcom's own research finds people with limiting conditions remain significantly more likely to experience delivery problems. On complaints, only 2 of the 5 parcel companies have higher customer service scores than they did when new guidance was introduced in 2023.

This simply isn't good enough. People often cannot punish companies for poor service - 77% had no choice over the parcel company making their delivery. We therefore need the regulator to take action now, both in starting to **actually enforce the new measures** it has put in place, and in **harmonising a set of minimum standards** to cover all parcel operators.

Recommendation 1: Proactive enforcement



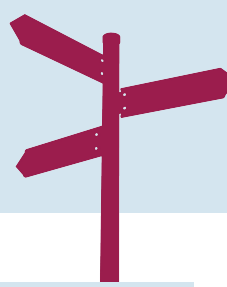
We have long highlighted problems in the market related to accessibility and complaints and we welcomed Ofcom's new guidance in these areas in 2023. Yet our evidence - as well as Ofcom's own - makes clear that non-compliance persists.

For the fifth year running, accessibility is the worst performing criteria overall. Customer service scores have improved slightly this year compared to last: an average rating of 2.8 (2025) compared to 2.4 (2024). However, only two companies have improved their individual customer service score since 2023. It is clear that the additional guidance is not a substitute for enforcement. We now urge Ofcom to support regulation with proactive enforcement.

Ofcom must:

- Publish company-level accessibility findings to incentivise improvement, as Ofcom already do for complaints data.
- Take enforcement action, including fines, where needed. Our research shows the same companies continue to underperform year after year.

Recommendation 2: Harmonise regulatory requirements



As the postal Universal Service Provider, Royal Mail are subject to stricter regulations than other parcel operators (such as mail security requirements and stronger complaints resolution procedures). Royal Mail has also taken one of the top two spots in all five parcel league tables. But consumers deserve the same level of protection, regardless of the company that delivers their parcel. We need Ofcom to:

- Extend Essential Condition 1 to all parcel operators to protect consumers across the market—not just those using Royal Mail. Essential Condition 1 sets out that Royal Mail has to take certain actions to ensure that mail is not lost, damaged, or stolen. Given consistently high rates of delivery problems, all parcel companies should be subject to these rules.
- Standardised complaints processes: Despite new rules, complaints issues have not shown the consistent or sustained improvement people need. Only Royal Mail and DHL eCommerce currently offer access to an independent Alternative Dispute Resolution (ADR) scheme (where an independent party helps resolve disputes between a consumer and a company). Ofcom must require all parcel operators to join an ADR. This would ensure all consumers can resolve complaints fairly, regardless of who has delivered their parcel.

Methodology

Our annual parcels league table compares the 5 largest parcel delivery companies in the UK (by estimated parcel volumes) against 4 indicators:

- Delivery
- Accessibility
- Customer service
- Trust

Note: Unless otherwise referenced, the information in this report is based on original research conducted by Citizens Advice for the 2025 parcels league table.



Delivery

Such as missing a delivery, a parcel arriving late or being left in an insecure location



Accessibility

The ability to specify accessibility needs and have them met. Accessibility needs include needing longer to get to the door or not being able to reach certain parcels



Customer service

The ability of consumers to make a complaint about an issue and get their issue resolved in a timely manner



Trust

How do people view the parcel company that delivered their parcel?

[Read our complete methodology](#)

Methodology - Data

To create our league table we used data from the following sources:

- Consumer polling
- Citizens Advice Consumer Service
- Social media complaints
- Apex Insight

[Read our complete methodology](#)

Consumer polling

Between the 29th of August to the 27th of September 2025. Opinium carried out an online survey of 8,000 UK adults who have received a parcel in the last month from Royal Mail, DPD, Yodel, Amazon Logistics or Evri. Data was weighted to be representative of those that had received a parcel from one of those 5 companies in the last month on age and gender, region, social grade, and working status.

Citizens Advice Consumer Service

We conducted a keyword search of company names carried out through the Citizens Advice Consumer Service Partner Portal to identify case volumes associated with each company in the 6 months between 1st of March 2025 and 31st of August 2025.

Social media complaints

To identify and categorise social media mentions, we used a tool called Brandwatch, which analyses social media to identify parcel problems. Brandwatch monitors social media activity from X and Instagram.

Methodology - Data

To create our league table we used data from the following sources:

- Consumer polling (previous slide)
- Citizens Advice Consumer Service (previous slide)
- Social media complaints (previous slide)
- Apex Insight
- Cost data from company websites

[Read our complete methodology](#)

Apex Insight

To identify the 5 largest parcel delivery companies in the UK, we commissioned research to Apex Insight.

Cost data

Cost data is a contextual metric which don't impact the overall star rating. Cost data is from parcel company websites.

Note:

*For cost companies are rated according to 3 levels of cost across various data points which are then averaged to find a total score. 'Affordable' is the cheapest cost rating, 'mid-priced' is the middle rating, and 'expensive' is the most expensive.

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