

Archived: 20 May 2025 13:55:11

From: [FOI Responses](#)

To: [REDACTED]

Subject: Freedom of Information Response [REDACTED]

Importance: Normal

Sensitivity: None

[REDACTED]

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Dear [REDACTED]

Thank you for your Freedom of Information request dated 12<sup>th</sup> May 2025 for information about missed parcels. Please find below City of Doncaster Council's responses to the questions you have raised.

**Question 1:** The number of reports received by your Trading Standards office in the past 12 months regarding sellers who have taken payment for goods but failed to deliver them and have also refused to issue a refund or respond appropriately?

**Response:** Under the coding failure/delay in delivery the City of Doncaster Council have recorded 50 enquiries. These enquiries were all disputes where appropriate advice has been given on the consumers rights to a refund.

**Question 2:** The reported total or estimated value of the undelivered items in these cases?

**Response:** None of these enquiries hold information on the estimated value of the goods.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £49.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email [FOIAppeals@doncaster.gov.uk](mailto:FOIAppeals@doncaster.gov.uk)

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  
[www.ico.org.uk](http://www.ico.org.uk) Telephone 0303 123 1113.

Yours sincerely,  
**Sophie Ormshaw**

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Please treat the content of this e-mail as confidential. If you have received this e-mail and it is not addressed to you please accept my apologies and inform me as soon as possible.

-----Original Message-----

From: [REDACTED]

Sent: 12 May 2025 10:15

To: Freedom of Information Requests <[FOI.Requests@doncaster.gov.uk](mailto:FOI.Requests@doncaster.gov.uk)>

Subject: Freedom of Information request - Missed Parcels

Caution! This message was sent from outside your organization.

Dear Doncaster Borough Council,

Under the Freedom of Information Act 2000, I would like to request the following information:

1. The number of reports received by your Trading Standards office in the past 12 months regarding sellers who have taken payment for goods but failed to deliver them and have also refused to issue a refund or respond appropriately
2. The reported total or estimated value of the undelivered items in these cases

If any part of this request is unclear or would exceed the cost limit, I'd be happy to refine it.

Yours faithfully,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]