



[REDACTED]  
[REDACTED]

Date  
21 October 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01305

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 29 September 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

**“Please provide me with the total annual cost of operating each Crown Post Office that is based within a Royal Palace (including the Palace of Westminster) for each of the last two years for which figures are available. To be clear, I want the figures separately for each Post Office.**

**Please also split the totals based on the categories you use for internal reporting which could include categories such as staff costs and insurance.”**

We can confirm that we do not hold the information in the format you have requested.

Post Office only pay for staffing costs and stationery as well as providing any equipment necessary, all other costs are paid for by the Crown therefore the total running costs for Post Offices situated in Royal residencies is not held.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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