



Date
6th August 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: N/A

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00910

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 7 June, 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:

“I herby request a copy of the Service Level Agreement (or similar documents) between the Post Office and AF Blakemore (Spar Stores) with particular reference to the Post Office branch in the Spar store, 9 Low Street, Sherburn in Elmet, Leeds, LS25 6BG.

I am particularly interested in the quality of service expected to be delivered to the local community.”

We can confirm that Post Office does not hold the information you have requested.

Post Office operates over 11,500 branches nationwide, and we work with strategic partners like AF Blakemore who run branches such as Sherburn Elmet. Although Post Office operate these branches and work with our partners, we do not have service level agreements within the contracts we operate.

If you would like to raise any queries or concerns, please contact us via any of the following:

Online: [Contact Us](#)

Email: customercare@postoffice.co.uk

Post: Post Office Customer Support,
1 Future Walk, West Bars
Chesterfield, S49 1PF

Social Media:

X (formerly Twitter): @postoffice

Facebook: www.facebook.com/postoffice/

WhatsApp: +447812757540

For alternative format responses including Audio, Braille, or Large Print, please email: alternative.format@postoffice.co.uk

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.

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

Yours sincerely,

Information Rights Team

information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy