



Date
16 April 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2025/00171

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2025/00211

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 26 March, 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 am aware that Post Office separated from Royal Mail Group ("Royal Mail") on 1 April 2012.

However, The Post Office do operate a system where customers can collect packages from the premises, this is what I'm referring to in the FOI request.

Could you please provide the number of times for each year between 2020 and 2025 that a person has been denied collection of a package due to postage restrictions and/or failure or identification verification procedures. Could you please include the category of each package."

We can confirm that the information you have requested is not held by Post Office.

Post Office does not have the authority to deny collection of a package due to postage restrictions. Please note that Royal Mail should not deliver a prohibited item to another Post Office branch for collection because Royal Mail should already have intercepted it during transit.

If a customer does not have acceptable identification when collecting a package from a Post Office branch, the transaction is refused. Post Office do not record the number of such instances of refusal and no details are taken to categorise the affected packages.

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/>

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