



Date
15 January 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01511

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 17 November 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). Please accept our apologies for the delay in responding to your request.

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

“i) How many Sub-Postmasters / Managers / Counter Staff employed directly by McColls stores are known to have been removed from their employment as Managers of Branch sub Post Offices in McColls stores on grounds of alleged shortfalls in their Post Office Horizon branch accounts as discovered by POL audit since 1999?”

ii) How many Post Office branches in McColls stores have been temporarily closed due to unexplained discrepancies in branch accounts found by POL audit since 1999?”

ii) How many shortfalls discovered by POL audit in branch accounts at McColls have been in excess of £1,000 since the rollout of Horizon in 1999?”

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

McColl's went into administration in 2022. As a former strategic partner, McColl's directly employed their own staff and any audits regarding shortfalls within their stores were managed internally.

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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