



[Redacted]

Date  
30 May 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted]

## Freedom of Information Request – FOI2024/00773

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 3 May, 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’ve been looking for your most recent full year performance statistics for your Freedom of Information requests. I cannot locate these in the annex page of your website. If these are not already published, please consider this as a freedom of information request.”**

We can confirm that Post Office does hold the information you have requested.

However, the full year performance statistics concerning Freedom of Information (FOI) requests are being prepared for publication on the Post Office website. Therefore, we are not obliged to provide the information as it is intended for future publication and as such the information is exempt under S22(1)(a) of the FOIA.

Section 22 provides for the exemption to apply where it is reasonable in all the circumstances for public authorities to delay the provision of information until it is made generally available through publication.

Section 22(1)(a) is a qualified exemption and therefore also requires Post Office to consider whether the public interest in maintaining the exemption is greater than the

public interest in disclosing it.

We have considered the public interest in disclosure, which includes being open and providing transparency, allow the public to understand how Post Office operates, in particular its processing of FOI requests.

However, Post Office believes that providing the requested information now under an FOI request would not serve the public interest. Our performance statistics are going through a rigorous process of auditing ahead of publication to ensure they are accurate. This has not yet been completed, and releasing the figures now may give the public an inaccurate picture of Post Office's handling of FOI requests. As we are intending to publish our performance statistics this year we consider that the public interest lies in maintaining the exemption, and thus, withholding the information.

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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