



[REDACTED]

Date
09 July 2024

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00264

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 5 February, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in responding to your request.

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

“I write regarding the Post Office Network Reinvention Scheme which took place between November 2002 and March 2005.

I would be grateful if you could share the guidelines which were used to decide a compensation offer for those sub-postmasters and postmistresses who had their offices closed, including the guidelines for those who had been running their offices for a short period of time.”

Following an extensive search of our records, we can confirm that Post Office does not hold the information you have requested.

We carried out electronic searches across our records using the following terms: “Network reinvention”, “Reinvention Scheme” and “Compensation”, within the 2000-2005 period, which returned no results. We also searched using the term “Reinvention” which also did not return any results responsive to your request.

Finally, we also conducted a manual search of our scanned paper records, and were unable to find anything responsive to your request.

It is worth noting that Post Office separated from Royal Mail Group (“**Royal Mail**”) on 1 April 2012, and therefore, we do not have access to information that may be held by Royal Mail.

Whilst they are not subject to the FOIA, you may wish to contact Royal Mail to see if they can help further. They can be contacted via their Customer Services on 03457 740 740 or online at:

<https://personal.help.royalmail.com/app/contact>

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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