



[REDACTED]

Date  
7 January 2025

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01653

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 December, 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:

**“My understanding is that Post Office Ltd has paid for a Future of the NFSP survey & report by Grant Thornton.**

**Ref:**

**<https://forms.office.com/pages/responsepage.aspx?id=PyUjt4Fy3Eq8HPye82dNeOjhWn7kMI1HtdrnDb3OoFZUODNaWTQxQIIQNDdFV0RZQThZSUgxRTE3TCQIQCN0PWcu&route=shorturl>**

**Also Post Office Ltd has received the complete report.**

**Please can you confirm the above?**

**Also, could you tell me how many branches filled out the survey?**

**Could you also release the full report, please?”**

We can confirm that Post Office does not hold the information you have requested. We would also like to confirm that Post Office did not pay for this report.

We believe the report was commissioned by the National Federation of Subpostmasters (“**NFSP**”) from Grant Thornton, but as Post Office has not had sight

of the report, we are unable to confirm the number of branches that filled out the survey.

Whilst the NFSP are not subject to the FOIA, you may wish to reach out to them directly using the link below.

NFSP Contact: <https://nfsp.org.uk/site/contact?id=6>.

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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