



Date
12 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00501

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 14 July, 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:

"Under the FOI Act I would like to know full details that you can legally provide about all complaints made about the sub post post office in Silverton, Devon during the last 2 years from the date of this request."

We can confirm that Post Office does hold information relevant to your request.

Between August 2023 and August 2025, three complaints were recorded in relation to the Silverton branch. These complaints related to:

- Concern about being missold a postage product at the branch
- An issue involving a high-value item sent from the branch that was not received
- Dissatisfaction with the rate offered during a foreign currency transaction.

We have interpreted your request as seeking information that can be disclosed under the Freedom of Information Act. In response, we have provided generalised summaries of the complaints. Further details, including the identities of complainants

or any information that could reasonably lead to their identification, are considered outside the scope of disclosure. This information is exempt under Section 40(2) of the Act, as its release would breach the data protection principles set out in the UK General Data Protection Regulation.

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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