



[REDACTED]  
[REDACTED]

Date  
30 May 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00690

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 23 April, 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 would also like under the freedom of information act details of how many complaints you have had regarding this branch since it has been in the hands of current owners,”**

We can confirm that Post Office does hold the information you have requested in relation to [REDACTED] Post Office.

However, the information you requested is being withheld as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

It may be helpful to explain that complaints at branch level may not be wholly indicative of the performance of a branch, but may reflect the volume of business it undertakes, the mix of businesses it has, and the geo-demographics of the area it is in. Additionally, this type of information may also contain complaints that cannot be

substantiated and complaints about products or services which may have been outside of the control of the branch.

We recognise that there is a public interest in disclosure of information concerning the number of complaints regarding a specific branch as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, Post Office has also considered the public interest in preserving Post Office's ability to compete in a commercial environment including protecting its relationship with third parties as well as not providing local competitors with information that would be used to their commercial advantage. Post Office has concluded that the considerations favouring disclosure are outweighed by the public interest in protecting the commercial interests of Post Office.

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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