



Date
10 April 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00143

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 28 February, 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 (with our answers below each question):

"Please can you disclose:

i) the Terms of Reference for the PPR if they have now been formalised;

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

As the Post Office Process Review (**"PPR"**) will be open to all current and former postmasters, there are no Terms of Reference. The PPR will be open to those who hold or have previously held a contract with Post Office. Further details of the scheme will be available on the Post Office corporate website at the time of launch.

ii) when the PPR will be formally launched;

The PPR scheme will launch in Spring 2025.

ii) the total number of branches which have taken part in the scheme during its pilot phase;

A total of 250 postmasters were written to as part of the pilot, which covered 292 branches.

iii) the total number of claims for redress submitted to the PPR during the pilot phase;

A total of 34 claims have been submitted during the pilot phase of the PPR.

iv) the total payments which have been made to claimants under the PPR to date;

As of 7 March 2025, a total of 19 payments have been made totalling £22,488.18.

v) the feedback received from Sub-Postmasters as part of the PPR development phase.”

At the time of your request, we do not hold any feedback. However, further work to gather and assess feedback is currently ongoing in support of the formal launch.

For further information that may be beneficial, please refer to paragraph six in the below link which provides the most recent update regarding the Post Office Process Review Scheme:

<https://hansard.parliament.uk/Commons/2025-04-08/debates/A7A5D9EC-5F40-4069-8238-2FBF01284C8E/HorizonRedressAndPostOfficeUpdate#contribution-E76CE1BF-226A-4356-A8A0-ABDD6A566DF5>

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/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy