



[REDACTED]  
[REDACTED]

Date  
23 May 2024

Post Office  
100 Wood Street,  
London, EC2V 7ER

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00651

We are writing in response to your email dated 21 April, which we are dealing with under the terms of the Freedom of Information Act 2000 (“FOIA”).

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

**I am submitting a freedom of information from you in regards to how many parcels are "lost or stolen" within SE13 or if possible more specifically se13 [REDACTED] over the last 12-24 months. I also want to understand how many parcels have been reported lost or stolen by anyone who identifies as European or white-other.**

Clarifying my FOI requests:

- 1. The number of parcels lost or stolen within 12-24 months in the SE13 postcode**
- 2. The number of parcels lost or stolen within 12-24 months in SE13 [REDACTED]**
- 3. The number of parcels reported as lost or stolen within the last 12-24 months from european/white other.**

We can confirm that we do not hold the information you have requested. Post Office separated from Royal Mail Group (“Royal Mail”) on 01 April 2012; therefore, we do not have access to information held by Royal Mail, including the requested information relating to lost or stolen parcels.

Please note that Royal Mail are not subject to the FOIA. However, you may wish to contact Royal Mail for the information you seek, you could try Customer Services on 08457 740 740 or online at

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

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

<https://ico.org.uk>

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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