



[REDACTED]

Date  
9 January 2025

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01612

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 17 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, with our answers in turn:

**“Coleshill Town Council has made formal complaints to the Corporate Affairs Manager for this area about the recent and ongoing poor (or lack of) postal services in Coleshill, High Street, Warwickshire. A similar complaint has been made to One Stop (part of Tesco) which has the franchise to offer these services in the town.**

**Can I now formally request a Freedom of Information request for month by month data for the Coleshill Post Office from January 2024 to November 2024 (and December 2024 to date) for the following statistics:**

- 1. Number of transactions undertaken by counter staff for each month**
- 2. Total pounds value of transactions undertaken by counter staff for each month**

We can confirm that Post Office does hold the information you have requested within points one and two. However, this 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.

Whilst Post Office recognises that there is a significant public interest in transparency around the business, disclosing this level of information relating to the transactions within a branch would be likely to damage the commercial interests of Post Office and postmasters, who operate their own businesses. Disclosing this information would be commercially harmful as this would reveal the branch performance to competitors who may then have an advantage over this branch. Therefore, we have concluded that the public interest in disclosure is outweighed by the public interest in maintaining the exemption.

### **3. Number of counter staff hours offered for each month**

We can confirm that this information is not held by Post Office as the Coleshill, High Street, Warwickshire branch is operated within a franchise, and therefore Post Office has no control over staffing levels. We acknowledge that you have sent a similar complaint to One Stop who may be able to advise further.

### **4. Number of trading hours offered for each month (less than 3 above due to closed hours during the day)**

Post Office can confirm that it does not hold record of historical trading hours, however the current branch trading hours are available on Branch Finder via the following link:

<https://www.postoffice.co.uk/branch-finder>

### **5. Number of complaints received for each month.**

**My contact details are below if you need any clarification.”**

<b>Month (2024)</b>	<b>Total number of complaints</b>
January	1
February	0
March	0
April	1
May	0

June	0
July	0
August	3
September	8
October	2
November	5
December	14

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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