



Date
05 September 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00635

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 March, 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:

“Please can you supply the service level agreement between Post Office Counters Ltd and Royal Mail that sets out responsibilities for postal items handed over the counters directly to staff to be placed into the Royal Mail postal service”

Please note, “Post Office Counters Ltd” existed between 13 August 1987 and 1 October 2001, as per the Post Office Companies House website at the following link:

<https://find-and-update.company-information.service.gov.uk/company/02154540>

We can confirm that Post Office does not hold the information you have requested.

We have carried out a search of our records against the following keywords: “Post Office Counters Ltd” AND “Royal Mail” AND “Service level agreement” between the time period of 1 January 1987 and 12 December 2001.

The outcome of these searches resulted in only eight hits. Each of these hits were reviewed, and no data responsive to your information request was located.

It is worth noting that Post Office separated from Royal Mail on 1 April 2012 and, therefore, we do not have access to information held by Royal Mail.

You may wish to contact Royal Mail for the information you seek, and they can be contacted via their Customer Services on 08457 740 740, or online at <http://www.royalmail.com/personal/help-and-support/get-in-touch>. However, please be aware that Royal Mail are not subject to the FOIA.

In line with our obligation to provide advice and assistance under section 16 of the FOIA, you may find it helpful to contact the Postal Museum, as they may hold information relating to your request. Their opening hours and contact details can be found on the following link:

<https://www.postalmuseum.org/collections/the-archive/study-original-material>

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