



[Redacted]

Date
24 July 2024

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01008

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 July, 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 am emailing to request Freedom of Information.

We are seeking to obtain statistics as to the amount of post that goes missing or does not arrive at its intended destination, within a year.”

We are writing to advise you that the information that you have requested is not held by Post Office.

Under our section 16 FOIA duty to provide advice and assistance, it is worth noting that missing mail is handled by the Royal Mail Group (“Royal Mail”), and they are a separate company to Post Office. Whilst Royal Mail are not subject to the FOIA, you may wish to contact them to see if they hold any of the requested information. You can call the Royal Mail Customer Services on 08457 740 740 or visit them 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
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