



[Redacted]
[Redacted]

Date
13 March 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00145

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 2 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:

"From. 1 January 2020 through 1 January 2025

Has Post Office investigated any disputes by a Universal Credit

Claimant with Department for Work and Pensions ?"

We can confirm that Post Office is not aware of any investigations you refer to and, therefore, we do not hold the information you have requested.

You may wish to contact the Department for Work and Pensions directly, and you can submit a FOIA request via the following email address:

freedom-of-information-request@dwpgov.uk

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