



[REDACTED]

Date
10 September 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2024/01015

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01117

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 12 August, 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 seek to know what process or policy the Post Office has in place for responding to Press Reports, MSM, TV shows and the like. Who has Corporate Responsibility for this and in the absence of subscription to whatever journal an article appears in how does the Post Office confirm the author of the reply has read or seen the news item/report?”

We are writing to advise you that there is no recorded formal process or policy for responding to press reports, MSM or TV shows and so the information that you have requested is not held by Post Office.

However, under FOIA section 16, the duty of a public authority to provide advice and assistance, we can provide you with some information on how the Post Office press office responds to the media in general.

The interim Group Corporate Affairs, Communications and Brand Director ultimately has responsibility for the press office function, including the responses that are provided to journalists who ask about Post Office’s work.

When Post Office receives a media enquiry, the press office will respond. This can involve liaising with relevant colleagues across the organisation to obtain the necessary information in order to respond and where possible pointing a journalist to any relevant information on the Post Office's corporate website.

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