



Date
16 April 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00255

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 12 April, 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 tell me your organisation's understanding and/or calculations for items posted within the UK, also showing England separately if possible, of the rates of:

- Undelivered mail
- Undelivered letters

where undelivered means not arriving at the address on the item within three months of posting (unless you already use a generally-accepted definition of non-delivery in which case please use that and tell me what it is).

and for the period 2024 or as close as possible?

Please can you also say what assumptions and calculations have been used in forming these views?"

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

Post Office separated from Royal Mail Group ("**Royal Mail**") on 1 April 2012 and the information you have requested may be held by Royal Mail.

Although Royal Mail are not subject to the FOIA, if you would like more information about this matter, you may wish to contact them directly. You can call 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/>

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