

From: [REDACTED]
To: [information.rights](#)
Subject: FOI - Mount Pleasant Service Complaints
Date: 04 May 2025 19:29:22

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Dear Post Office

Please could you provide information about all customer complaints made in relation to service at the Mount Pleasant Post Office on Rosebery Avenue, London and the Aldwych Post Office at 95 Aldwych, London. I am after:

The nature and details of the complaint (incl. original correspondence if stored)
The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)

To avoid the cost exemption, please narrow my request to complaints received in the last three months (ie. since 1st March 2025).

Thank you.

Kind regards
[REDACTED]

From: information.rights@postoffice.co.uk
To: [REDACTED]
Subject: Request for information - Ref: FOI2025/00315
Date: 06 May 2025 10:23:19

Our ref: FOI2025/00315

Dear [REDACTED],

Thank you for your request for information which was received on 4th May. Your request is being considered under the terms of the Freedom of Information Act 2000.

The Act requires that a response must be given promptly, and in any event within 20 working days. We will therefore reply at the latest by 3rd June 2025.

Please remember to quote the reference number above in any future communications.

Regards,

Data Protection and Information Rights Team

100 Wood Street,

London,

EC2V 7ER

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Case FOI2025/00315 has been assigned to you on eCase
Date: 06 May 2025 10:23:19

Case FOI2025/00315 has been assigned to you on eCase.

A draft response is due by:

The response must be approved and sent by: **3rd June**

Please click the following link to view the case: [FOI2025/00315](#).

From: information.rights@postoffice.co.uk
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: FOR ACTION BY: 19th May - FOI2025/00315: FOI - Mount Pleasant Service Complaints
Date: 12 May 2025 09:52:38
Attachments: [FOI - Mount Pleasant Service Complaints.eml \(15.2 KB\).msg](#)

Dear [REDACTED],

Post Office has received the following request for information under the Freedom of Information Act 2000 (FOIA):

"Please could you provide information about all customer complaints made in relation to service at the Mount Pleasant Post Office on Rosebery Avenue, London and the Aldwych Post Office at 95 Aldwych, London. I am after:

**The nature and details of the complaint (incl. original correspondence if stored)
The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)**

To avoid the cost exemption, please narrow my request to complaints received in the last three months (ie. since 1st March 2025)."

As you may be aware, FOIA gives a general right of access to information held by Post Office. We are required - within 20-working days of receiving the request - to confirm whether we hold the information within scope and to provide this to the Applicant, unless we have a good reason not to do so under a valid FOIA exemption.

Therefore, please can you provide a copy of all the information which falls within scope of the request and advise of any concerns you may have with its disclosure. Where you do have concerns, please provide a detailed explanation as to why, including any impact disclosure may have on either Post Office or a third party, and the harm this may cause, bearing in mind a disclosure under FOIA is into the public domain.

Please contact me immediately if you believe it will take more than 18 hours for you (and/or your colleagues) to locate, retrieve and extract the information within scope.

Whilst there is no requirement to create new information to satisfy this request, if it is possible to easily provide the information using existing data, then please send this to me too.

If you have any questions about how to respond to this request, or if you do not think that you will be able to meet the deadline below, please contact me as soon as possible.

Your response is required by: 19th May

Many thanks for your help,

[REDACTED]

Data Protection and Information Rights Team

100 Wood Street,

London,

From: information.rights@postoffice.co.uk
To: [REDACTED]
Cc: [REDACTED]; information.rights@postoffice.co.uk
Subject: FOR ACTION BY: 19th May - FOI2025/00315: FOI - Mount Pleasant Service Complaints
Date: 12 May 2025 11:05:32
Attachments: [FOI - Mount Pleasant Service Complaints.eml \(15.2 KB\).msg](#)

Dear Team,

Post Office has received the following request for information under the Freedom of Information Act 2000 (FOIA):

"Please could you provide information about all customer complaints made in relation to service at the Mount Pleasant Post Office on Rosebery Avenue, London and the Aldwych Post Office at 95 Aldwych, London. I am after:

**The nature and details of the complaint (incl. original correspondence if stored)
The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)**

To avoid the cost exemption, please narrow my request to complaints received in the last three months (ie. since 1st March 2025)."

As you may be aware, FOIA gives a general right of access to information held by Post Office. We are required - within 20-working days of receiving the request - to confirm whether we hold the information within scope and to provide this to the Applicant, unless we have a good reason not to do so under a valid FOIA exemption.

Therefore, please can you provide a copy of all the information which falls within scope of the request and advise of any concerns you may have with its disclosure. Where you do have concerns, please provide a detailed explanation as to why, including any impact disclosure may have on either Post Office or a third party, and the harm this may cause, bearing in mind a disclosure under FOIA is into the public domain.

Please contact me immediately if you believe it will take more than 18 hours for you (and/or your colleagues) to locate, retrieve and extract the information within scope.

Whilst there is no requirement to create new information to satisfy this request, if it is possible to easily provide the information using existing data, then please send this to me too.

If you have any questions about how to respond to this request, or if you do not think that you will be able to meet the deadline below, please contact me as soon as possible.

Your response is required by: 19th May

Many thanks for your help,

[REDACTED]

Data Protection and Information Rights Team

100 Wood Street,

London,

From: information.rights@postoffice.co.uk
To: [REDACTED]
Cc: [REDACTED]
Subject: Case FOI2025/00315 - chasing response for contribution, due: 19th May
Date: 19 May 2025 14:37:09

You have recently been asked to contribute to the response for case FOI2025/00315 by [REDACTED].

A response from you is requested by: **19th May**

[Respond to this contribution request](#)

Clicking on the link above will take you to the contribution request so that you can quickly respond to [REDACTED].

Please click the following link to view the case: [FOI2025/00315](#).

From: [REDACTED]
To: [information.rights](#)
Subject: RE: Case FOI2025/00315 - chasing response for contribution, due: 19th May
Date: 19 May 2025 15:46:46

Classification: Internal

Good Afternoon,

I understand my colleague [REDACTED] is picking this up from [REDACTED].

Thanks

[REDACTED]

From: [REDACTED]
To: [information.rights](#)
Cc: [REDACTED]
Subject: RE: FOR ACTION BY: 19th May - FOI2025/00315: FOI - Mount Pleasant Service Complaints
Date: 19 May 2025 16:10:41
Attachments: [image001.png](#)
[Complaint 14.03.2025.docx](#)
[Complaint 25.02.2025 1.docx](#)
[Complaint 25.02.2025 2.docx](#)
[Complaint 28.04.2025.docx](#)

Classification: Internal

Hi,

Please see below regarding customer correspondence between dates 12.02.2025 – 19.05.2025:

Mount Pleasant

6 customer emails, 4x complaints (attached), 1x enquiry and 1x compliment for branch staff

Aldwych

0x customer emails

Regarding one of the Mount Pleasant complaints, dated 14.03.2025, notes from the phone calls made have been included, however should you need the call logs please let me know.

Customer details are included within these records, and may need removing if being sent to a third party.

Kind regards,

[REDACTED]
[REDACTED]

Service Delivery & Contact Centres

1 Future Walk, West Bars
Chesterfield, S49 1PF



Email from customer to Customer Care

Date: 14.03.2025

[REDACTED]

[REDACTED]

Email: [REDACTED]

Date of Transaction/Visit: 10/3/2025

Customer Postcode: [REDACTED]

Branch Details: Mount pleasant post office

Complaint Topic: Length of queue

Additional Information: It always one counter open
long queu all the time want to know how many counter should open on Monday Wednesday
Thursdays
cash machine out of order or most of the time no cash in it
safety issue while queuing
this is always happened but because community don't complaining that's why taking
advantage
letterbox closed from nearly two years
need urgent action

Desired Outcome: You have to ring me and discuss
need sudden visit to check quite few times
same problem at [REDACTED] [REDACTED] as well

[REDACTED]

Email from Customer Care to customer

Date: 19.03.2025

Dear [REDACTED]

I'm writing to let you know that we've received your complaint. Thanks for taking the time to tell us what happened. Regardless of the outcome, we're sorry that our service didn't meet your expectations.

What happens next?

Your complaint will be allocated to a Complaint Handler soon, and we'll keep you updated throughout your complaint. As we investigate, it may be that we need more information from you to understand what went wrong. We'll be in touch if this is the case.

We aim to resolve all complaints within 15 working days of receipt. For some more complicated issues, we may need a little more time. We'll let you know if this is the case.

Then we'll inform you of the outcome of your complaint. We know making a complaint can be a stressful process, but rest assured we take every complaint seriously and will be in touch throughout the process.

Need to give us more information?

If you need to get back in touch with us in the meantime, you can reply directly to this email. Please don't edit the email 'subject' as this is what links your reply to your existing case with us.

Sincerely,

[REDACTED]

Customer Support

Post Office Ltd

Call note on case:

Created on: 20/03/2025 11:02

 Phone Call from: R [REDACTED] Closed    

Call to customer

Spoke to customer who expressed his concerns

- only one counter is ever open
- long queues
- boxes everywhere creating health and safety issues
- Post box closed for two years
- No money in cash machine

Advised more than one counter should be open but we're aware not always possible due to staff issues. He wanted a more concrete answer so I offered to contact branch. Apologised for wait time. Informed him parcels should be stored securely so they don't get damaged and aren't a health and safety hazard. Advised him Post Boxes are the responsibility of RM so couldn't confirm reason for closure. Confirmed the cash machine is currently operating as normal

Said I would call him back after speaking to the branch regarding the lack of counters open

Modified On: 20/03/2025 11:02

[View less](#)



Call note on case:

Created on: 20/03/2025 12:57

 Phone Call from: R [REDACTED] Closed    

Call to branch

Spoke to [REDACTED] who confirmed there are always two or more counters open. Staff may briefly step away if they're accepting a parcel delivery or dealing with another service. She claimed if they didn't have enough counters open the Area Manager would say something to them

Modified On: 20/03/2025 12:57

[View less](#)



Call note on case:

Created on: 21/03/2025 10:58

 Phone Call from: R [REDACTED] Closed    

Call to customer

Spoke to customer and advised that two or more counters are always open. He said this was a lie. I informed him I'd pass this over to the AM so they can observe the branch. He wanted an email from AM or me confirming what is going to be done in branch. I said this needed to be kept private and confidential but assured him we'll work with the AM to ensure the service provided is improved

Modified On: 21/03/2025 10:58

[View less](#)



Email from Customer Care to Area Manager**Date: 21.03.2025**

A colleague in the Customer Support Centre (CSC) has raised a referral as they need your support to help resolve a customer issue. You can find details of the referral and the support requested of you below.

Please address/investigate this appropriately, and reply to this email directly within 2 working days - our case will update automatically.

AM Action Required	Can you keep a check on things in branch, ensuring the following: - At least two counters are always open - The ATM is working and filled with cash - Boxes aren't left in any available space to prevent any health and safety risks Thank you
CSC Case Reference	
CSC Case Handler	
Is this an Executive Complaint?	NO
Branch Code / Name	-Mount Pleasant
Has the branch been contacted? (if contact made, what has been discussed/agreed?)	Yes - branch confirmed two or more counters are always open
Complaint Category	CCU ATM CCU Out of Order CCU N/A
Complaint Summary	- A complaint was submitted regarding the long queues at the Mount Pleasant post office, citing that only one counter is open frequently, leading to safety concerns while queuing. - The customer reported that the cash machine is often out of order or lacks cash, and a letterbox has been closed for nearly two years,

	indicating ongoing issues. - The customer also claimed boxes are strewn about making the branch a health and safety risk
--	---

Customer Support Team
CX - Service Delivery & Contact Centres



Email from Area Manager to Customer Care
Date:24.03.2025

Pls see response from the Branch

Regards,



DMB Area Manager
London

Email from Area Manager to branch
Date: 21.03.2025

From: [Redacted] >
Sent: 21 March 2025 11:11
To: [Redacted]
Subject: Fw: Customer Support Referral - Action Required ([Redacted]-Mount Pleasant)
CRM:0618303207

Classification: Internal

Hi [REDACTED]

Can you pls review the complaint

Regards,

[REDACTED]

DMB Area Manager

London

Email from branch to Area Manager

Date: 21.05.2025

From: [REDACTED]

Sent: 21 March 2025 13:21

To: [REDACTED]

Subject: Re: Customer Support Referral - Action Required ([REDACTED]-Mount Pleasant)
CRM:0618303207

Classification: Internal

Good Afternoon [REDACTED]

Regarding this complain

On Wednesday afternoon i only had three members of staff in all day, and there is always two staff member's serving as a minimum at anyone time. The only time it would look like there is only one serving is when the other colleague is getting a parcel for a customer from the backroom. When this incident occurred it was around 15:00 when we had a large delivery of drop and go from our regular customer where they had put some boxes by the side of the door entrance near the counter. This had no impact on any customers coming in or going out of the office. There has never been boxes lying around the office floor as stated in this report.

Regarding the ATM they have never been out of cash , they are always in services. There are a occasion when there has been a cash trap devices put in the machine then they would be out of service. This is out of my control totally. As i can only put it back in service if the branch is open.

There was not a long queue in the branch at the time of this incident. Customer had to wait longer as one colleague was doing a taxi licence and the other colleague went to get an evri parcel.

Regards,



Email from Customer Care to Area Manager

Date: 25.03.2025

Good Morning,

Thank you for passing this over to the branch.

Kind Regards,



Email from customer to Customer Care

Date: 25.02.2025

[REDACTED]

[REDACTED]

Email: [REDACTED]

Customer Postcode: [REDACTED]

Date of Transaction/Visit: 16/2/2025

ATM Location: Mount Pleasant Post Office

Complaint Topic: ATM did not dispense any cash

Additional Information: I tried to withdraw 80 GBP from the left atm outside of the office and cash was never dispensed. The machine kept asking me to take cash of which there was none. I then attempted to use the right atm and had the exact same issue. It was a total of 160 GBP that was not dispensed.

[REDACTED]

Email from Customer Care to customer

Date: 27.02.2025

Dear [REDACTED]

Just to let you know, we don't have access to individuals' bank accounts. In line with our agreement with our banking partners, we're unable to help customers directly with banking enquiries or complaints received into our Customer Support team.

To get this issue raised and investigated, you'll need to contact your Bank directly. They'll record your details and work with the Post Office to identify any problems and get them resolved.

If you don't have the contact number for your bank, I'll be more than happy to provide this if you just let me know which bank you have an account with.

I hope this information helps. I understand how frustrating this must be for you, and I'm sorry for any inconvenience or concern you may be experiencing.

You can find more information and frequently asked questions about our Everyday Banking services on our [website](#).

Kind Regards,



Post Office Customer Support

Email from customer to Customer Care

Date: 25.02.2025

[REDACTED]

[REDACTED]

Email: [REDACTED]

Customer Postcode: [REDACTED]

Date of Transaction/Visit: 25/2/2025

ATM Location: Mount pleasant

Complaint Topic: ATM did not dispense any cash

Additional Information: Your ATM machine has been glued shut with a seal that I'm unable to open, despite saying that it is successfully dispensed the cash that I requested (£60).

[REDACTED]

Email from Customer Care to customer

Date: 28.02.2025

Dear [REDACTED]

Just to let you know, we don't have access to individuals' bank accounts. In line with our agreement with our banking partners, we're unable to help customers directly with banking enquiries or complaints received into our Customer Support team.

To get this issue raised and investigated, you'll need to contact your Bank directly. They'll record your details and work with the Post Office to identify any problems and get them resolved.

If you don't have the contact number for your bank, I'll be more than happy to provide this if you just let me know which bank you have an account with.

I hope this information helps. I understand how frustrating this must be for you, and I'm sorry for any inconvenience or concern you may be experiencing.

You can find more information and frequently asked questions about our Everyday Banking services on our [website](#).

Kind Regards,



Post Office Customer Support

0

#36155795

Snooze

Priority

StatusPending

Assigned ToYou

(in Post Office)

Due2 days

@PostOffice

Agent View Response

Welcome Response

Private

Branch

Customer Misadvised / Ove

Complaint (-)



@PostOffice

P
Aurorum

Private

Hi there, would it be possible to confirm whether it's possible to get proof of postage for postcards? I've just had a rather unpleasant experience with a staff member saying "if you're going to that extent [to get proof of postage], I'm not going to help you - get it elsewhere, I have a queue of people with actual problems" - and I'm slightly puzzled! I've always been able to get proof of postage with no problems at other branches - has something changed? Thanks very much.

Apr 28, 2025 at 1:46 PM

Hide 4 tags

Metadata

English

Country

@PostOffice

Customer Misadvised / Ove

Complaint (-)

@PostOffice Private

Welcome
Response

Thanks for your message 🙌 Someone from the team will reply to you shortly, usually within two working hours.

The team work between between 8am to 6pm Monday to Friday and 8am to 3:30pm on Saturday. If it's a bank holiday then we'll be closed.

Apr 28, 2025 at 1:46 PM

Add tags

Metadata

@PostOffice Private

e
[redacted]
[redacted]

Hi, it's absolutely possible and straightforward. It also wouldn't have taken any time at all as it's just typing a postcode in and generating a printout. Can you tell me which branch this was? [redacted]

Apr 28, 2025 at 1:58 PM

2 tags

Metadata

[redacted]
Aurorum

@PostOffice
Private

Thank you - I just went to another branch and had no issues at all! It was the Mount Pleasant branch - would appreciate if their guidance was clearer, but more importantly, if they'd just be a little more patient. I've had quite literally hundreds of interactions with Post Office staff and this is the only time I've left with a negative experience or the feeling they were hostile. But I'm glad it's resolved now, and thanks for your help.

Apr 28, 2025 at 3:46 PM

3 tags

Metadata

@PostOffice Private

 Thank you for confirming that. We'll make sure this is shared internally. I'm glad you got it sorted elsewhere. - 

Apr 29, 2025 at 8:13 AM

2 tags

Metadata

From: [information.rights](#)
To: [REDACTED]
Cc: [REDACTED]; [information.rights](#)
Subject: RE: FOR ACTION BY: 19th May - FOI2025/00315: FOI - Mount Pleasant Service Complaints
Date: 21 May 2025 11:04:39
Attachments: [image001.png](#)
Importance: High

Classification: Internal

Hi [REDACTED],

Thank you for the attached documents. Can you confirm if there any correspondence i.e outcome for the complaints raised. This will be to answer point 2 of the FOI request.

The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)

Kind regards

[REDACTED]

From: [REDACTED]
To: information.rights
Cc: [REDACTED]
Subject: RE: FOR ACTION BY: 19th May - FOI2025/00315: FOI - Mount Pleasant Service Complaints
Date: 21 May 2025 11:41:12
Attachments: [image001.png](#)

Classification: Internal

Hi,

Everything regarding each complaint is on the case – complaint overviews can be seen by Area Managers and they can flag with the branch as/when required, and I believe one was raised with the Area Manager directly, which would be on the document sent also.

No additional correspondence was made regarding these cases internally.

Kind regards,

[REDACTED]
[REDACTED]

Service Delivery & Contact Centres

1 Future Walk, West Bars
Chesterfield, S49 1PF



From: information.rights@postoffice.co.uk
To: [REDACTED]
Cc: [REDACTED]
Subject: For Approval by 30th May: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 27 May 2025 12:45:10
Attachments: [FOI - Mount Pleasant Service Complaints.eml \(15.2 KB\).msg](#)
[FOIA Response - FOI2025_00315.docx](#)
[FOI2025_00315_Complaint_14.03.2025_Redacted.pdf](#)
[FOI2025_00315_Complaint_25.02.2025_1_Redacted.pdf](#)
[FOI2025_00315_Complaint_25.02.2025_2_Redacted.pdf](#)
[FOI2025_00315_Complaint_28.04.2025_Redacted.pdf](#)

Dear [REDACTED],

You have been asked to review the response to case FOI2025/00315 by [REDACTED]. Please see the draft response attached, as well as the original correspondence.

Please read through the attached documents and choose an option below:

[Approve this draft response](#)

[Reject this draft response](#)

Clicking on one of these links will automatically inform [REDACTED] of your decision. If you would like to attach an amended document, please do so by using the "reply all" option.

A response from you is requested by: **30th May**.

Kind regards,

[REDACTED]

Information Rights Team

<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

From: [REDACTED]
To: [REDACTED]
Subject: FOI2025/00315 - Quality Assurance 1 Accepted With Comments
Date: 28 May 2025 09:57:32

Quality Assurance 1 on Case FOI2025/00315 has been accepted with comments. The following comments have also been added: Hi [REDACTED], I've made a few tracked amendments in the response letter. Further comments: You need to redact the "Branch Code" in the 14.03.25 document, on page 4, and in the email titles in the pages after. You need to redact "[REDACTED]" on page 6. Can you confirm that Security Team have no issues with mention of the ATM problem in the 25.02.25 documents? Redact "[REDACTED]" from 28.04.25 document on page 3. Once these are done, give the documents a once over before send them through for Legal and Comms clearance. Many thanks [REDACTED] by [REDACTED]. Please click the following link to view the case: [FOI2025/00315](https://www.foi.gov.uk/FOI2025/00315)

From: [REDACTED] on behalf of [REDACTED]
To: [REDACTED]
Subject: Action Required FOI2025/00315 FOI - Mount Pleasant Service Complaints
Date: 28 May 2025 10:12:28
Attachments: [FOI2025_00315_Complaint_14.03.2025_Redacted.pdf](#)
[FOI2025_00315_Complaint_25.02.2025_1_Redacted.pdf](#)
[image001.png](#)
Importance: High

Classification: Internal

Hi [REDACTED],

I hope all is well.

We've had an FOI request asking for complaints at Mount Pleasant Post Office. The customer service team have provided us with the information held. Are you able to look over the docs and please advise if its ok to share complaints related to ATM not working or faulty.

Many thanks

[REDACTED]
[REDACTED]

Data Protection and Information Rights Team

100 Wood Street
London
EC2V 7ER

postoffice.co.uk



From: [REDACTED]
To: [information.rights](#)
Cc: [REDACTED]
Subject: RE: For Approval by 30th May: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 28 May 2025 10:27:29
Attachments: [image001.png](#)
[FOIA Response - FOI2025_00315 \[REDACTED\].docx](#)

Classification: Public

Hi [REDACTED],

Here's the revised draft I meant to send!

[REDACTED]

[REDACTED]

[REDACTED]

Data Protection and Information Rights Team

100 Wood Street
London
EC2V 7ER

postoffice.co.uk



From: [REDACTED]
To: [REDACTED]
Subject: FW: For Approval by 30th May: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 28 May 2025 10:28:32
Attachments: [For Approval by 30th May FOI202500315 - FOI - Mount Pleasant Service Complaints.msg](#)

[REDACTED] has sent a response for Quality Assurance 1 on Case FOI2025/00315. The response can be found below
Please click the following link to view the case: [FOI2025/00315](#)

From: [REDACTED] on behalf of [REDACTED]
To: [REDACTED]
Subject: RE: Action Required FOI2025/00315 FOI - Mount Pleasant Service Complaints
Date: 28 May 2025 18:44:23
Attachments: [image001.png](#)

Classification: Internal

Hi, I don't see anything here that would cause a problem. Agreed cash trapping devices do occur, knowledge of this might have a negative impact on customers using them, that is my only real concern.

Regards

[REDACTED]

Network Crime, Risk and Equipment

[REDACTED]

From: information.rights@postoffice.co.uk
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: For Approval by 2nd June: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 30 May 2025 09:06:42
Attachments: [FOI - Mount Pleasant Service Complaints.eml \(15.2 KB\).msg](#)
[FOIA Response - FOI2025_00315 v1.1.docx](#)
[FOI2025_00315 Complaint 14.03.2025 Redacted.pdf](#)
[FOI2025_00315 Complaint 25.02.2025 1 Redacted.pdf](#)
[FOI2025_00315 Complaint 25.02.2025 2 Redacted.pdf](#)
[FOI2025_00315 Complaint 28.04.2025 Redacted.pdf](#)

Dear [REDACTED],

You have been asked to review the response to case FOI2025/00315 by [REDACTED]. Please see the draft response attached, as well as the original correspondence.

The requester is interested in complaints received for two branches. We only hold recorded information for the one branch and no complaints for the other. I have applied s.40 exemption for personal data. I have checked with the Security Team if they are ok with disclosing information regarding the ATM machines. They have confirmed no concerns.

Please read through the attached documents and choose an option below:

[Approve this draft response](#)

[Reject this draft response](#)

Clicking on one of these links will automatically inform [REDACTED] of your decision. If you would like to attach an amended document, please do so by using the "reply all" option.

A response from you is requested by: **2nd June**.

Kind regards,

[REDACTED]

Information Rights Team

From: [REDACTED]
To: [information.rights;](#) [REDACTED]
Cc: [REDACTED]
Subject: RE: For Approval by 2nd June: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 30 May 2025 09:32:30
Attachments: [image001.png](#)

Classification: Confidential

[REDACTED]
[REDACTED]

Kind regards,

[REDACTED]
[REDACTED]

Legal

100 Wood Street
London
EC2V 7ER

postoffice.co.uk



This email may contain legally privileged information

From: [REDACTED]
To: [REDACTED]
Subject: FW: For Approval by 2nd June: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 30 May 2025 09:33:31
Attachments: [For Approval by 2nd June FOI202500315 - FOI - Mount Pleasant Service Complaints.msg](#)

[REDACTED] has sent a response for Quality Assurance 2 on Case FOI2025/00315. The response can be found below
Please click the following link to view the case: [FOI2025/00315](#)

From: [REDACTED]
To: [REDACTED]; [information.rights](#)
Cc: [REDACTED]
Subject: RE: For Approval by 2nd June: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 02 June 2025 10:14:47
Attachments: [image001.png](#)

Classification: Confidential

Response fine by me. Thanks, [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: For Approval by 2nd June: FOI2025/00315 - FOI - Mount Pleasant Service Complaints
Date: 02 June 2025 10:15:00
Attachments: [For Approval by 2nd June FOI202500315 - FOI - Mount Pleasant Service Complaints.msg](#)

[REDACTED] has sent a response for Quality Assurance 2 on Case FOI2025/00315. The response can be found below
Please click the following link to view the case: [FOI2025/00315](#)

From: information.rights@postoffice.co.uk
To: [REDACTED]
Subject: Freedom of Information - FOI2025/00315
Date: 02 June 2025 16:49:54
Attachments: [FOI2025_00315_Complaint_25.02.2025_1_Redacted.pdf](#)
[FOI2025_00315_Complaint_25.02.2025_2_Redacted.pdf](#)
[FOI2025_00315_Complaint_28.04.2025_Redacted.pdf](#)
[FOI2025_00315_Complaint_14.03.2025_Redacted.pdf](#)
[FOIA Response - FOI2025_00315.pdf](#)

Caution: This email has been sent by an external contact. Please take care when clicking links or opening attachments. When in doubt, please use the "Report Phishing" button.

Dear [REDACTED],

Please find the response attached relating to your Freedom of Information request.

Regards,

Data Protection and Information Rights Team

100 Wood Street,

London,

EC2V 7ER



Date
02 June 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00315

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 4 May, 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 could you provide information about all customer complaints made in relation to service at the Mount Pleasant Post Office on Rosebery Avenue, London and the Aldwych Post Office at 95 Aldwych, London. I am after:

**The nature and details of the complaint (incl. original correspondence if stored)
The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)**

To avoid the cost exemption, please narrow my request to complaints received in the last three months (ie. since 1st March 2025)."

We can confirm that Post Office does hold some of the information you have requested. We can confirm we do not hold any information relating to customer complaints made about the Aldwych Post Office.

Please find the four disclosable documents alongside this response letter, for Mount Pleasant Post Office, titled: 'FOI2025_00315_Complaint 14.03.2025_Redacted',

'FOI2025_00315_Complaint 25.02.2025 1_Redacted', 'FOI2025_00315_Complaint 25.02.2025 2_Redacted' and 'FOI2025_00315_Complaint 28.04.2025_Redacted'.

Some information in the attachments has been withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation ("**GDPR**").

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the Post Office staff and individuals involved would not reasonably expect their names to be disclosed in relation to this request for information.

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