



Date
12 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2025/00510

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 15 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 submitting a Freedom of Information request for the following regarding consumer complaints:

- Please provide a copy of the Post Offices complaints policy for consumer complaints.**
- Tell me whether this is published publicly, and if so where. If it is not, where was it published previously and when was it removed.**
- Does the Post Office have an appeals process for consumer complaints, if so what is it and how is it accessed. If it does not, when was it discontinued and why.**
- What are the signposting requirements for complaints handlers where a consumer is unhappy with the outcome of a complaint. If there are no such requirements, were there any previously and if so when were they discontinued.**
- If there was previously an appeals process, please provide a copy of the form used."**

We can confirm that Post Office does hold the information you have requested.

Please refer to the attached “Internal Group Customer Complaints Policy 2023” (Annex A). Whilst this is an internal document which is not published, it is available to customers upon request.

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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