

**From:** [REDACTED]  
**To:** [information.rights](mailto:information.rights)  
**Subject:** Re: Freedom of Information - FOI2025/00315  
**Date:** 26 June 2025 15:09:58

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**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

I seek to request an Internal Review of this request. I asked for "the steps taken to rectify the complaint". Although that was provided for Attachment 4, there are no documents or transcripts relating to the steps taken to rectify the complaints in Attachments 1-3. Given that exists in Attachment 4 and the message says that this complaint will be "raised internally", on the balance of probabilities, I would imagine that there exists further internal documentation which has not been released in contravention of your statutory obligations.

I would be grateful if you could confirm receipt of this request for Internal Review.

[REDACTED]

**From:** [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
**To:** [REDACTED]  
**Subject:** IR - Ref: IR2025/00453  
**Date:** 27 June 2025 10:06:14

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Dear [REDACTED],

Thank you for contacting us with your request for an internal review which was received on 26th June.

This has been assigned to a caseworker (our ref: IR2025/00453). 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 25th July 2025.

If you have any questions, then please do not hesitate to contact us.

Regards,

Information Rights Team

100 Wood Street,

London,

EC2V 7ER

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [IR2025/00453/ALC@postoffice.ecase.co.uk](mailto:IR2025/00453/ALC@postoffice.ecase.co.uk); [REDACTED]  
**Subject:** Case IR2025/00453 has been assigned to you on eCase  
**Date:** 27 June 2025 10:07:09

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Case IR2025/00453 has been assigned to you on eCase.

A draft response is due by: **10th July**

The response must be approved and sent by: **25th July**

Please click the following link to view the case: [IR2025/00453](#).

**From:** [REDACTED] on behalf of [REDACTED]  
**To:** [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
**Subject:** Re: IR - Ref: IR2025/00453  
**Date:** 26 July 2025 15:39:11

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Dear Sir/Madame

The deadline in your original response has now passed. While the ICO guidelines say they will normally pursue cases after 20 working days, there is an exemption for exceptional circumstances. I would be grateful if you could clarify whether you believe that applies here before I appeal this without an IR.

Thank you.

[REDACTED]

**From:** [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
**To:** [REDACTED]  
**Subject:** Change to the Response Due Date for IR2025/00453  
**Date:** 26 August 2025 15:23:41

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Dear [REDACTED]

The date that the response is due for your request, IR2025/00453, has been changed to 23rd September

Kind Regards

Data Protection and Information Rights Team

100 Wood Street,

London,

EC2V 7ER

[Information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

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**From:** [REDACTED] on behalf of [REDACTED]  
**To:** [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
**Subject:** Re: Change to the Response Due Date for IR2025/00453  
**Date:** 26 August 2025 20:27:45

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Dear Post Office

Please provide a reason for this at the earliest opportunity. I intend to refer this to the Information Commissioner for appeal this week as you have breached the duties of the guidance to conduct a review within 20 working days unless you can articulate exceptional circumstance.