



[REDACTED]

Date
12 September 2024

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01156

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 19 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 would like to add a Freedom of Information Act request which sets out on how many occasions (days or partial days) the [REDACTED] post office has not been open during its advertised hours in the last 2 years.”

We can confirm that Post Office does hold the information you have requested. Branches are required to be open for their contracted hours, and any closures or changes in opening hours are to be logged with the Branch Support Centre (“**BSC**”). There have been no closures or change in opening hours reported to the BSC in the last 2 years for the [REDACTED] Post Office branch.

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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