



[REDACTED]

Date  
23 July 2024

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00881

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 29 May, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We do apologise for the delay in responding to your request.

In your email you have requested the information shown verbatim in bold below:

Re : [REDACTED] **Sub-post office**

**“1. How many complaints you have received about this branch in the last 2 years from the date of this request. I know it is at least one as I have complained.**

**2. If any security concerns have ever been raised about this branch in relation to the fact that the shop and post office area are connected with no intervening door.**

**In relation to point 2 I request that your security section are informed. I will of course use this as proof that the Post Office knew if a security incident occurs in the future.”**

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

**“1. How many complaints you have received about this branch in the last 2 years from the date of this request. I know it is at least one as I have complained.**

We have received less than 5 complaints in the last two years.

**2. If any security concerns have ever been raised about this branch in relation to the fact that the shop and post office area are connected with no intervening door.**

We can confirm no security concerns have been raised about the branch, specifically in relation to the shop and Post Office area being connected with no intervening door.

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<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](http://www.postoffice.co.uk/privacy)**