



[REDACTED]
[REDACTED]
[REDACTED]

Date
23 May 2024

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2024/00786

We are writing in response to your email dated 14 May, which we are dealing with under the terms of the Freedom of Information Act 2000 (“FOIA”).

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

I am a customer living in the post code locality: S60 [REDACTED]. I have noticed that my post only gets delivered on Wednesday (once a week). Nothing gets delivered otherwise except really urgent parcels.

Are there any any known problems in my post code (S60 [REDACTED]) regarding failure to deliver every day?

We can confirm that we do not hold the information you have requested. Post Office separated from Royal Mail Group (“**Royal Mail**”) on 01 April 2012; therefore, we do not have access to information held by Royal Mail, including the requested information.

Please note that Royal Mail are not subject to the FOIA. However, you may wish to contact Royal Mail for the information you seek, you could try Customer Services on

08457 740 740 or online at

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

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

<https://ico.org.uk>

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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