



Date
5th September 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2024/00910

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01113

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 9 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:

"You say that you do not have service level agreements within the contracts you operate. In the circumstances, could you please provide me with the name of any document that covers your agreement with A.F. Blakemore."

Please note that I have been in contact with your External Affairs Team concerning the quality of service the Post Office in [REDACTED] is providing to our local residents."

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

Post Office has a "Strategic Partner Framework Agreement", which is a commercial agreement that covers all of A.F. Blakemore's branches.

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/>

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