



[Redacted]
[Redacted]
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Date
14 November 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00787

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 28 October 2025, 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:

"Please can you email a copy of any policies or manuals or operating procedures you have regarding the availability, conditions and withdrawal of post restante services"

We can confirm that Post Office does hold information within scope of your request. 'Poste Restante' is a Royal Mail Group (**"Royal Mail"**) service that Post Office offers through our network of branches. You can find more about this service at the following website:

<https://www.postoffice.co.uk/mail/poste-restante>

Whilst we do not hold any policies on Poste Restante, we do hold an operating manual to assist Post Office staff working in branch to process these requests via the Horizon IT system. We have provided this document, titled *"FOI2025_00787 - Horizon Help Poste Restante.pdf"*.

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

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