



Date
02 June 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00315

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 4 May, 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 could you provide information about all customer complaints made in relation to service at the Mount Pleasant Post Office on Rosebery Avenue, London and the Aldwych Post Office at 95 Aldwych, London. I am after:

**The nature and details of the complaint (incl. original correspondence if stored)
The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)**

To avoid the cost exemption, please narrow my request to complaints received in the last three months (ie. since 1st March 2025)."

We can confirm that Post Office does hold some of the information you have requested. We can confirm we do not hold any information relating to customer complaints made about the Aldwych Post Office.

Please find the four disclosable documents alongside this response letter, for Mount Pleasant Post Office, titled: 'FOI2025_00315_Complaint 14.03.2025_Redacted',

'FOI2025_00315_Complaint 25.02.2025 1_Redacted', 'FOI2025_00315_Complaint 25.02.2025 2_Redacted' and 'FOI2025_00315_Complaint 28.04.2025_Redacted'.

Some information in the attachments has been withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation ("**GDPR**").

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the Post Office staff and individuals involved would not reasonably expect their names to be disclosed in relation to this request for information.

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