



Date
10 October 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2025/00572

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00656

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 12 September 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:

"What progress has the Working Group made on the issues discussed in Mel Parkes witness statement and oral evidence? Specifically p.142.15I think the review is currently underway, so a WorkingGroup that has been established, and we are looking atall of the things that need to be true, as part of thatpotential recovery process. And an independent review,or a body that has independent people, maybe postmastersor former postmasters, whether that should be created toreview these, yes. and p. 171.13I think we could be more overt with our current position in the policy and in some of the communications that we have with postmasters during the investigation process.

You're right.

Q. Our position is that the policy should be reviewed; do you accept that it should be reviewed -- A. Absolutely -- Q. -- and changed?

A. -- and we will take that, definitely.Have these reviews taken place and what were the findings?If not when are they likely too?Who sits on the Panel considering the SPM Contract,how frequently do they meet and what are the topics for discussion?"

We have interpreted your request as asking for information relating to any working group(s) or independent panel(s) considering postmaster contracts.

We can confirm that Post Office does not hold the information you have requested.

On Page 141, line 15 of [REDACTED] oral evidence there is mention of a 'Working Group'. This is in relation to an independent panel which was being considered as part of reviewing Post Office's model for recovering shortfalls. Post Office is currently only recovering losses via a voluntary process (and not pursuing recovery via any civil process) which means we have, as yet, had no reason to set up this panel.

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/>

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