



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ
033 3665 3951
Your reference:
Our reference: FOI2021/00003

John O'sullivan

request-715921-4740a7fb@whatdotheyknow.com

8 January 2021

Dear John O'Sullivan,

Freedom of Information Request – FOI2021/00003

I am writing in response to your email received by Post Office Limited ("Post Office") on 4 January, which I am dealing with under the terms of the Freedom of Information Act 2000 ("FOIA").

In your email you have requested the information set out below and I can confirm that Post Office does hold the information you have requested:

How many branches have a VOC score of 82% or more?

How many have a score under 82%?

How many branches have no data?

Please see attached.

Is one reply as a VOC enough to generate a score?

Yes, this is correct, every response received generates an ease score.

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

I hope the information I have provided on this occasion is useful, however 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 below stating your reasons for your internal review request.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ
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,

Jackie Lawrence
Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/secure-corporate/about-us/access-to-information/>
@postofficenews

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