



Information Rights Team
Post Office Limited
1st Floor, Old Street Wing
148 Old Street
London
EC1V 9HQ
T 020 7250 2647

Mr Alan Bates
request-206384-1b6cf9bc@whatdotheyknow.com

Our reference : FOI201404090805

12 May 2014

Dear Mr Bates

Ref: Freedom of Information Request – FOI201404090805

I am writing in response to your email received by Post Office Limited on 09 April 2014, which I am dealing with under the terms of the Freedom of Information Act 2000.

In your email you have requested the following information:

Has Post Office ever been made aware of faults within the software of their Horizon System that would have impacted in any way on the accuracy of the accounts of any post office?"

From our preliminary assessment, it is clear that we will not be able to answer your request without further clarification.

Section 12(1) of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for Post Office Limited is set at £450. This is equivalent to the estimated cost of one person spending 18 hours in determining whether we hold the requested information and in locating, retrieving and extracting the information if we do.

We estimate that to search through our records in order to identify whether we hold any of the requested information in a recorded form would take significantly longer than 18 hours. Accordingly Post Office Limited is not obliged by the Freedom of Information Act to respond to your request.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. Should you choose to narrow and resubmit your request, I will treat this as a new request for information. Exemptions may however still apply.

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I am sorry that I could not provide you with information you have requested on this occasion. 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:

Senior Engagement & Involvement Manager
Post Office Limited
Information Rights Team
1st Floor
Old Street Wing
148 Old Street
London
EC1V 9HQ
foia@postoffice.co.uk

If, having requested an internal review by Post Office Limited, 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: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely



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Information Rights Team Support, Information Rights Team
foia@postoffice.co.uk
<http://www.postoffice.co.uk/our-publication-scheme>