



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

Your reference:  
Our reference: FOI2022/00609

John O'Sullivan  
request-893392-b3fd8563@whatdotheyknow.com

9 September 2022

Dear John,

**Freedom of Information Request – FOI2022/00609**

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 2 September, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the following information:

**Can you please say how many FOI requests you have turned down because the Information is not held but when prompted to "look again" you discovered you did infact hold the information?**

We have undertaken a search of our case management system for all FOI responses where the original outcome was recorded as “Information not held”, an Internal Review was undertaken, and where the scope of the original request had not changed. Having viewed the case files, we have found no instances where an “information not held” response has been overturned.

We have also completed a search within the Information Rights mailbox using search terms “look again” and “review your original response” and found no results within scope prior to your current request.

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

We hope the information we 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 Team  
Post Office Limited  
Finsbury Dials  
20 Finsbury Street  
London EC2Y 9AQ  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

Yours sincerely,

Information Rights Team

[information.rights@postoffice.co.uk](mailto: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](https://www.postoffice.co.uk/privacy)**