



Information Rights Team  
Post Office Limited  
1<sup>st</sup> Floor  
Finsbury Dials  
20 Finsbury Street  
London EC2Y 9AQ  
033 3665 3951

Our reference: FOI201609081452

Mr Sang  
[request-357022-65c91ed2@whatdotheyknow.com](mailto:request-357022-65c91ed2@whatdotheyknow.com)

08 September 2016

Dear Mr Sang,

### **Freedom of Information request - FOI201609081452**

I am writing in response to your email dated 08 September 2016, which I am dealing with under the terms of the Freedom of Information Act 2000.

In your email you have requested the following information:

*I am requesting information regarding the number of items sent which have not been delivered or gone missing since 2012, on a year by year break down and specifically for post offices in Whalley Range, Manchester.*

I can confirm that we do not hold the information you have requested. Post Office separated from Royal Mail Group ("**Royal Mail**") on 01 April 2012; therefore we do not have access to information held by Royal Mail, including the requested information.

You may wish to contact Royal Mail for the information you seek, you could try Customer Services on 08457 740 740 or online at <http://www.royalmail.com/personal/help-and-support/get-in-touch>.

Royal Mail also have a webpage dedicated to lost mail which you can find via the following link: [https://personal.help.royalmail.com/app/answers/detail/a\\_id/317/~/i-think-my-mail-is-lost---what-should-i-do%3F](https://personal.help.royalmail.com/app/answers/detail/a_id/317/~/i-think-my-mail-is-lost---what-should-i-do%3F).

I am sorry that I couldn't provide you with the information you requested on this occasion, 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  
Information Rights Team  
Post Office Limited  
1<sup>st</sup> Floor  
Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ  
[foia@postoffice.co.uk](mailto:foia@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: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Martin Humphreys'.

Martin Humphreys  
Information Rights Team  
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<http://corporate.postoffice.co.uk/access-information>  
[@postofficenews](#)