



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

Your reference:
Our reference: FOI2021/00222

Mr Neil Wilby
request-739342-6cc29ca1@whatdotheyknow.com

22 April 2021

Dear Mr Wilby,

Freedom of Information Request – FOI2021/00222

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 23 March, which I am dealing with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

In your email you have requested the following information:

Please disclose the following information by way of the Freedom of Information Act, 2000.

- 1. The number of written complaints made by the Sub-Postmistress of Melsonby Post Office, and received by POL, where the terms 'software faults' or 'Horizon' or 'shortfall' formed part of the text of such complaints.**
- 2. Alternatively, the number of telephone complaints, where POL's record of those complaints includes those same terms mentioned in para 1. above.**
- 3. The relevant period is 1st January, 2009 until 22nd March, 2010.**
- 4. A copy of the 'Known Error Log', in issue by Post Office Limited at 31st March, 2010. This document, which recorded faults in Fujitsu's Horizon software, has been referred to repeatedly in proceedings at the Court of Appeal Criminal this week (commencing 22nd March, 2021).**

The difficulties in respect of passage of time, and the consequent possibility of data weeding, are recognised. It is hoped that, by keeping the request as compact as possible, this may assist the location of the information or in establishing that none existed.

Whilst FOIA requests are, generally, to be regarded as applicant and motive blind, POL is aware of my journalistic interest in this particular sub-post office and its history. I am, of course, grateful to POL for past assistance and hope that this request can be fulfilled as efficiently and with the same co-operation.

Post Office does not differential between complaints, general enquiries or notifications made in writing and those made by telephone by Postmasters. We confirm that we do have a log covering the period you have identified, however none of the entries match the criteria you have provided.

Regarding the additional request for a copy of the "Known Error Log" that you sent to us following our acknowledgement letter, we will respond to your request by 26th April, which will be 20 working days from when it was received.

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

I am sorry I could not 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
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,

A handwritten signature in black ink that reads "JA Lawrence". The signature is written in a cursive, slightly informal style. The "J" and "A" are connected, and "Lawrence" is written in a flowing script. The signature is positioned to the left of a vertical line.

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