



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ
033 3665 3951

Our reference: FOI201610270912

Mr Charles Kelly
request-367686-9e9251db@whatdotheyknow.com

30 November 2016

Dear Mr Kelly,

Freedom of Information Request - FOI201610270912

I am writing in response to your email received by Post Office Limited ("Post Office") on 26 October 2016, which I am dealing with under the terms of the Freedom of Information Act 2000.

In your email you requested the following information:

Since adding the function on your website for customers to report branch inaccuracies, please can you tell me how many reports you have had? and how many you have acted on?

I would also like to know the timescale you have set to amend any reported inaccuracies?

I can confirm that Post Office does hold some of information you have requested. There have been 2811 submissions via the Report Branch Inaccuracy webpage since we introduced it. We introduced this webpage, and specifically the option to 'click and report' an error as part of our ongoing trials to improve the accuracy of our information, and our customers' ability to feed back to us on it.

We are currently reviewing this function as part of a wider project to ensure we can provide consistent, accurate branch information to customers as our trials have shown that the function as it is currently set up is not working as we had hoped. This is partly because, we have set up this web page so that customers type in comments (as opposed to being restricted to providing specific details which can easily be acted upon).

During this trial, we have not therefore tracked the number of reports that we have acted upon. I can therefore confirm that we have acted upon some reports, but that we believe this is a minority of the total.

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
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20 Finsbury Street
London EC2Y 9AQ
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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gagan Sharma', with a stylized flourish at the end.

Gagan Sharma
Information Rights Team
foia@postoffice.co.uk
<http://corporate.postoffice.co.uk/access-information>
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