



John O'Sullivan

Date
3 April 2024

[request-1095377-](#)
3ad3d064@whatdotheyknow.com

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2023/00369

Classification:
Public

Dear John O'Sullivan,

Freedom of Information Request – FOI2024/00369

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 1 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

“In your unauthorised submission to Sir Wyn you claim”The organisation and hierarchy of POL was such that junior employees did not feel able to escalate issues upwards which resulted in insufficient overview being taken at appropriately senior levels”Can you supply incidents,dates and evidence of this because all the contemporary evidence supplied by current and former members of the Post Office payroll suggests that they fulfilled all their instructions to the letter and carried out no actions that demanded reporting to senior levels?”

The quote you provided in your information request was taken from the Post Office Horizon IT Inquiry (“**POHIT**”) Phase 4 closing submission and can be found at the following link:

<https://www.postofficehorizoninquiry.org.uk/sites/default/files/2024-02/SUBS0000028.pdf>

At the end of the quote (paragraph 6.1, found on page 2), there was a footnote which provided two examples of POHIT witness evidence to support this specific

statement. For ease, links to the witness evidence at the POHIT and referred to in the statement, can be found at the following links:

<https://www.postofficehorizoninquiry.org.uk/hearings/phase-4-10-october-2023-0>

<https://www.postofficehorizoninquiry.org.uk/hearings/phase-4-6-december-2023>

It is possible that other witness evidence at the POHIT would further support this statement and you can find a link to the website below:

<https://www.postofficehorizoninquiry.org.uk/reports-and-statements>

As the information is reasonably accessible to you by other means, Post Office are not required to provide a copy of the information with this response, under section 21 of the FOIA.

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 above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.xxxxxx@xxxxxxxxxx.xx.xx

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
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.xxxxxx@xxxxxxxxxx.xx.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