



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

Our reference: FOI201710250838

Ms Christine Stevens
request-440665-1b9e1577@whatdotheyknow.com

30 October 2017

Dear Ms Stevens,

Freedom of Information Request - FOI201710250838

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 24 October 2017, 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 would like to know who came up with the idea of 'voice of the customer' otherwise known as the WOW surveys. I don't mean which team group but who actually brought the idea to the board.

I can confirm that Post Office do not hold the information you have requested.

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: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

A handwritten signature in grey ink, appearing to read 'KAM'.

Kerry Moodie

Information Rights Team

information.rights@postoffice.co.uk

<http://corporate.postoffice.co.uk/access-information>
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