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**Our ref: 2446957**

14<sup>th</sup> June 2022

Dear ####

### **Freedom of Information Act 2015**

We write further to your request which was received on 16 May 2022 and which states:

*"Please explain the legal and operational justification for stating at the counter that due to a package being pre-stamped that the Isle of Man Post Office would carry the parcel but not offer any of the published compensation schemes for non-delivery.*

*The certificate of posting was over-written "own stamps supplied" and the customer told "as you have pre-stamped it we do not offer any compensation for any loss".*

*Please advise the basis for this restrictive practice and creation of a second-grade level of postage stamps and the discernment process or judgement of counter staff to refuse to accept pre-purchased stamps prior to the transactions in question."*

We contacted you by email on 18<sup>th</sup> May 2022 advising that we believed that the above should be handled as a customer complaint and requested further information to investigate the matter. This was followed up by letter on 25<sup>th</sup> May, and you kindly provided a copy of the certificate of posting within your response, dated 27<sup>th</sup> May 2022.

Isle of Man Post Office (IOMPO) customer services manager has now investigated the matter and spoken to the member of staff who served your wife. To ensure continuity of advice, we have reminded all counter staff across the retail network that the correct postage for a service using pre-stamped items are covered for loss, damage and compensation.

In relation to your FOI request, the information provided by the counter clerk at the time of posting was incorrect and any package pre-stamped with IOMPO stamps to the correct value of the postage fee due would be processed under the service chosen and any relevant compensation for loss, damage or delay would apply and therefore there is no restrictive practice.

Please quote the reference number 2446957 in any future communications.

**Your right to request a review**

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at <https://services.gov.im/freedom-of-information/Review> . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

Should you have any queries regarding this letter or your request, please do not hesitate to contact me.

Further information about freedom of information requests can be found at [www.gov.im/foi](http://www.gov.im/foi).

Yours sincerely

FOI Co-ordinator