

###

Postal Headquarters  
Spring Valley Industrial Estate  
Douglas  
Isle of Man, IM2 IAA

Switchboard: +44 (0)1624 698400  
Telephone: +44 (0)1624 698402  
Fax: +44 (0)1624 698406  
Email: [foi@iompost.com](mailto:foi@iompost.com)  
Web: [www.iompost.com](http://www.iompost.com)

**Our ref: I523189**

12 November 2020

Dear ###

We write further to your request which was received on 20 October 2020 and which states:

- 1 What are the average absence levels of IOMPO for 2018 & 2019?
- 2 What are the average absence levels for the delivery workers in 2018 & 2019?

Our response to your request is as follows:

- 1 What are the average absence levels of IOMPO for 2018 & 2019?  
Total percent absence YE 2018/19 - 4%; YE 2019/20 – 5.03%
- 2 What are the average absence levels for the delivery workers in 2018 & 2019?  
Total percent Mails Division absence YE 2018/19 – 4.38%; YE 2019/20 – 5.71%  
(Please note this cannot be broken down specifically to delivery workers as data is collated by department/location, so the information above includes none delivery workers as well)

Please quote the reference number I523189 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.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

1. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
2. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at [www.inforights.im](http://www.inforights.im).

Should you have any queries concerning this letter, 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).

I will now close your request as of this date.

Yours sincerely

FOI Co-ordinator