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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: I568073**

16 December 2020

Dear ###

We write further to your request which was received on 23 November 2020 and which states:

*"The Onchan Polling cards were printed incorrectly by the IOMPO. The IOMPO have publicly admitted the error.*

- 1. Can you confirm the cost of the re-print?*
- 2. Can you confirm the amount of staff time spent on correcting this error?*
- 3. Can you confirm the amount of management time spent on correcting this error?*

*This embarrassing error has caused the IOMPO reputational damage. It has undermined both public & business trust and confidence in the IOMPO's ability to deliver future projects.*

- 4. Can you confirm if any disciplinary action was taken on the individual(s) involved?"*

Our response to your request is as follows: I have detailed below the information.

- 1 Can you confirm the cost of the re-print?  
*The cost of reprinting is commercially sensitive. There were no costs to the customer (see below)*
- 2 Can you confirm the amount of staff time spent on correcting this error?  
*7.25 hours.*
- 3 Can you confirm the amount of management time spent on correcting this error?  
*Up to 30 minutes*
- 4 Can you confirm if any disciplinary action was taken on the individual(s) involved?  
*No action was taken.*

While our aim is to provide information whenever possible, in this instance the information is exempt from disclosure under section 30 of the Act as disclosure would likely prejudice the commercial interests of IOMPO.

Please quote the reference number I568073 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