



####

Postal Headquarters  
Spring Valley Industrial Estate  
Douglas  
Isle of Man, 1M2 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: 893963**

29 July 2019

Dear ####

We write further to your request which was received on 22 July 2019 and which states:

*"How many Tracked items have been scanned into the IOM Postal system, in Douglas and never scanned again?"*

*The reason I ask this question is because I continually experience this scenario, when searching for my items using the tracking system on the Isle of Man post office website they show as being received at Douglas sorting office but never update. After 48 hrs these items are automatically removed and I can no longer track them. However, IOM Post Office staff can still see these items as received at Douglas sorting office. This results is neither me or IOM Post Office being able to clarify where the items are.*

*My concern is that items are being lost, stolen or mis-delivered."*

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

Our agreement with Royal Mail does not require a doorstep scan. This is made clear on Royal Mail's website as well as our own. All Tracked items are scanned upon receipt into our network to inform sending customers that their packages have arrived here on the Island. If the Tracked item requires a customer signature, these items are also scanned on delivery with a customer signature.

Between April and June this year, we received 87,212 Tracked items from Royal Mail for delivery on-Island. In the same period, we received 29 Tracked-related queries in Customer Services, mostly about delayed deliveries.

We tested our tracking system and could not replicate items disappearing from the system after 48 hours, but we have asked our systems developers to investigate.

Please quote the reference number 893963 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

####