

1st Floor, Bunhill Row Wing
148 Old Street
LONDON



Mrs Rachpal Athwal

Our Ref: ECT 106/10



28 June 2010

Dear Mrs Athwal

Re: Post Office Ferndown branch, 3 Penny's Walk, BH22 9TH

Thank you for your letter and enclosures of 14 June addressed to Donald Brydon, Chairman Royal Mail Group Ltd and David Smith, Managing Director Post Office Ltd about the summary termination of your Contract for Services. Your correspondence has been forwarded to me and I have been asked to reply to you directly.

The contents of your letter have been noted but it is not appropriate for Donald or other board members to investigate personally on your behalf. In your letter you ask for estoppel. As your Contract for Services has already been summarily terminated, estoppel is not appropriate. Should a subpostmaster want to appeal against a decision to summarily terminate a Contract for Services, as is the case here, we have established and robust processes in place that are designed to protect the interests of the subpostmaster and Post Office Limited and which are in accordance with guidelines agreed with the National Federation of Subpostmasters.

I note from your enclosures you have already advised Carol Ballan, Contract Manager, that it is your intention to appeal and Carol will be writing to you this week to confirm that she is arranging for your appeal to be heard by a member of the Post Office Appeal Authority. Once appointed, the appeals manager will contact you directly to explain the next steps. I can assure you that the appeal is not simply a review but a complete and independent re-hearing of the case, at which the points you want to make can be put forward and explored. All correspondence concerning your appeal will be sent to you directly.

Your request for information under the Freedom of Information Act is being responded to separately by our Freedom of Information unit.

Yours sincerely,

Michele Graves
Executive Correspondence Manager