



[Redacted]

Date
11 June 2024

[Redacted]
[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00776

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 7 May 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding.

In your email you have requested the information shown verbatim in bold below:

“Please provide how many internal and external complaints against [Redacted] and give a summary of the reasons. Please provide the results of the last employee survey or feedback forum to be completed both by Post Office as a whole and also for [Redacted] area. Please advise if references were checked for [Redacted] and whether they showed evidence of previous complaints.”

We can confirm that Post Office holds the information requested on the latest Post Office employee survey. Please see the attached “FOI2024_00776 - All POL results.pdf”, and “FOI2024_00776 - Remediation results.pdf”, relating to the survey conducted in February and March 2024. The document, “FOI2024_00776 - Remediation results.pdf”, specifically relates to the named individual’s business area.

We can confirm that prior to the employment of any individual, Post Office obtains and reviews references for all prospective employees in accordance with its recruitment policy. Post Office cannot reveal the contents of references as they are considered exempt from disclosure under section 41(1) of the FOIA, relating information provided in confidence. Post Office considers that release of this

information could be actionable as references are provided in confidence with a reasonable expectation that they would not be made public.

Although section 41 of the FOIA is an absolute exemption and is, therefore, not subject to the 'public interest test', Post Office acknowledges the general public interest in transparency and accountability, and feels that disclosure would be likely to place Post Office at a disadvantage when seeking references for prospective employees in the future, as prospective referees may refuse to divulge useful information to the probable detriment of Post Office and the public interest.

Regarding the part of your request on complaints, we can neither confirm nor deny that Post Office has received any complaints against any employee. The duty in section 1(1)(a) of the FOIA does not apply by virtue of section 40(2) and 40(5B)(a)(i) of the FOIA, which forbids confirmation or denial where such would contravene any of the data protection principles in Article 5(1) of the UK General Data Protection Regulations.

We consider that confirmation or denial will breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Confirmation or denial would not constitute 'fair' processing of the personal data because Post Office staff would not reasonably expect us to confirm or deny that we hold such information. Our stance should not be taken as an indication that the information you requested is or is not held by Post Office.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 0303 123 1113

www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team

information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy