



Date
2 September 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00539

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 3 August 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

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

"Under the Freedom of Information Act 2000, I request information on your department's use of external or independent investigators for internal workplace matters involving staff, including grievances, disciplinaries, and bullying/harassment complaints.

Please exclude any investigations carried out by internal HR or line managers, and focus only on cases where an external party was engaged.

For clarity, the financial year runs from 1 April to 31 March.

Please provide details for each *individual investigation* carried out in:

- 2022/23**
- 2023/24**
- 2024/25**

For each case, please state:

1. Financial year

2. Cost paid to the investigator (£)
3. Number of hours charged (if available)
4. Type of investigator:
 - Independent freelancer
 - Specialist workplace investigation firm
 - Employers' organisation (e.g. ACAS)
 - Private solicitor/law firm
 - Other (please specify)"

We can confirm that Post Office does hold the information you have requested. In order to avoid exceeding the cost limits under section 12 of the FOIA, we have not been able to provide the hours charged, as locating and retrieving this information would exceed the appropriate limit.

We have located two investigations within scope of your request, and the table below includes the information we are able to provide. Please note

- we have excluded "Speak Up" investigations (Post Office's confidential helpline for reporting concerns anonymously and may not relate to Post Office staff at all) from the request as you have specified you want information about investigations into "internal workplace matters involving staff" and have set out a list of examples of matters that would fall to be investigated under Human Resources or "People" policies and not under whistleblowing policies, i.e those primarily concerned with Public Interest Disclosure Act ("PIDA") qualifying disclosures;
- we have taken "staff" to mean Post Office employees or "workers";

Financial Year	Cost Paid to Investigator	Investigator Type
2022/23	£70,042.50	Other - Barrister
2023/24	£41,952 plus disbursements of £3,943.37	Other Barrister

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/>

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