



Date
3 September 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00580

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 14 August, 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:

"The information that we require, under the Freedom of Information Act, is as follows:

- 1) Do you use a Citizen Engagement platform?**
- 2) If so, what tools do you use?**
- 3) How much do you spend annually on a Citizen Engagement tool?**
- 4) Which month & year does your contract with your supplier end?**

A citizen engagement platform is a digital tool or system designed to facilitate communication, interaction, and participation between citizens and government or public institutions. Its goal is to make civic involvement easier, more transparent, and more effective.

These platforms can be used by governments, cities, or organisations to:
Collect feedback on policies, services, or community issues
Conduct surveys and polls
Enable reporting of local issues, like potholes or graffiti
Share updates, news, and documents with the public
Encourage participatory budgeting or co-creation of solutions

Examples include tools like Granicus (EngagementHQ), CitizenSpace, SurveyMonkey, Qualtrics or Commonplace They can play a major role in increasing transparency, accountability, and trust in public decision-making.”

We can confirm that Post Office does hold the information you have requested.

Post Office Limited currently holds a contract with Medallia, a closed loop feedback tool on our website that allows us to gather customer feedback which is often used to improve both the website and Post Office services. For the financial year 2024/2025, the annual spend on this engagement tool was £284,280.50. We can confirm that the contract ends on 29 March 2027 and details of the contract award notice can be found on contracts finder:

<https://www.contractsfinder.service.gov.uk/notice/b1c9a9b4-0e74-45dc-8d9b-ecd3c57f82c0>

We also hold a contract with Citizen Space, an online citizen engagement platform used for public consultation and community engagement. For the financial year 2024/2025, the annual spend on this engagement tool was £14,995. We can confirm that the contract ends in November 2025.

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