



Date
5 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2025/00396

We are writing in response to your email received by Post Office Limited (**“Post Office”**) on 10 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (**“FOIA”**). We sincerely apologise for the delay in our response.

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

“Could you provide details of any reports of racism or discrimination via the Speak Up team, since 2019?”

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

We have interpreted the term “details of any reports” to mean the numbers of complaints received by the Speak Up service since 2019 on the subject of “racism” and “race-related discrimination”. We can confirm that there is a total of seven Speak Up reports within scope of your request, since 2019.

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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