



Date  
5 August 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00397

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 apologise for the delay in providing this response.

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

**"Could you provide details of Speak Up reports regarding the culture within Post Office since 2019?"**

**Could you also provide details of any staff surveys regarding the culture within Post Office since 2019."**

We can confirm that Post Office does hold the information within scope of your request.

We have interpreted the term *"details of Speak Up reports"* to mean the numbers of complaints received by the Speak Up service since 2019. Given that all complaints to the Speak Up service may relate to the wider interpretation of 'culture' within Post Office, we are including the total number of complaints received by the Speak Up service during this time period.

Given that the Speak Up service is anonymous and complaints are made via an externally-publicised email address, we are unable to determine whether complaints

were made by internal employees or external parties, unless these individuals identified themselves in their complaint.

Please note, a dedicated Speak Up Team was only established in 2022, and whilst the service was available before that as a Whistleblowing service, we cannot be certain of the accuracy of the information we hold between 2019-2022.

Please find the below table, that details the number of complaints received by the Speak Up service since 2019.

Year	Complaints Received
2019	44
2020	46
2021	98
2022	137
2023	41
2024	66
2025*	32

\*as of 31 July 2025

In relation to details of any staff surveys regarding the ‘culture’ within Post Office, we have interpreted this to mean the results of any employee engagement surveys, as they include aspects of culture within the business. Summaries of the results for all engagement surveys from 2019 to 2024, with the exception of 2020, where no survey was held, are available on the Post Office Corporate website. To view these responses, please visit the below link and navigate to the response for case reference FOI2024/01038 under the August 2024 response log:

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

As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office is not required to provide a copy of the information with this response.

Further to this, please see attached the results for the 2025 survey which was shared internally, titled “2025 Engagement Survey.pdf”.

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto: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](http://www.postoffice.co.uk/privacy)**