



Date  
25 March 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00120

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 24 February, 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 with our answers in turn:

### 1. **"Does the Post Office maintain employee HR records in a digital format?"**

Post Office started electronic filing in April 2020 with Omnibox, Oasis are responsible for our paper files (same company for both digital and hard copy files). Every new employee has a file created in Omnibox and all documents sent out or received are saved to it.

### 2. **"If so, what HR system(s) eg Workday are used for storing and searching employee records and personnel files?"**

As above, Post Office uses Omnibox for electronic filing and Oasis for hard copy paper files.

### 3. **"Does the Post Office's HR system allow for searches based on key terms (e.g., "grievance," "complaint," "settlement")?"**

Post Office's HR system (SuccessFactors) does not allow searches based on key terms directly. However, cases containing key terms may be identifiable via PeopleHub, Omnidox and Oasis by filtering description fields.

**4. “How would Post Office HR typically retrieve information regarding the nature of an employee grievance or a settlement agreement, if required?”**

A request is put through PeopleHub and once approved by the Data Protection team both the electronic and hard copy files are made accessible. If a paper file is required a request is put through to get the box sent to the office for a member of the HR team to review.

**5. “Are there any formal Post Office policies or guidance documents on how HR records should be maintained and retrieved? If so, please provide copies.”**

We can confirm that currently Post Office holds no policy or guidance documents detailing the maintenance and retrieval of HR records.

**6. “Does your HR system(s) allow tracking or compiling historical trends in the Post Office in the types of complaints made by employees including their nature eg sexual misconduct, bullying, discrimination etc? If so please summarise how such a search might be carried out and indicate how many years are searchable in this way?”**

When an employee wishes to submit a formal complaint on the system they are prompted to select a 'Complaint Type'. However, this information is currently not reportable as the 'Complaint Type' field cannot be selected when generating a report.

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/>

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