



G. Kanter-Webber
request-998393-
659114cc@whatdotheyknow.com

Date
4 August 2023

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear G. Kanter-Webber,

Freedom of Information Request – FOI2023/00394

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 4 July, 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 in bold below:

“You will no doubt be aware of the scandal which has engulfed your organisation regarding the use of inappropriate racial epithets on investigation paperwork: see eg <https://www.theguardian.com/business/2023/may/27/post-office-horizon-inquiry-used-racist-term-for-black-people-documents-show>”

I gather that the offensive document has now been withdrawn and replaced. Pursuant to FOIA, please can you provide me with the following in an electronic format:

- (1) The document which replaced the offensive document.**
- (2) The date on which that replacement took place.**
- (3) If different from (1) and (2) above, the version currently in use and its date.**

As you know, FOIA makes it a legal requirement for you to respond to this request within 20 working days, confirming whether or not you hold the

requested information and, if you hold it, providing a copy - unless a statutory exemption applies. You do not have a discretion about whether or not to respond within an FOIA framework.”

We can confirm that Post Office does hold the information you have requested and have provided the answers below.

We would like to add that Post Office does not tolerate racism in any form and an investigation is taking place into how the offensive descriptors came to be included in the Identity Code document. The latest update on the investigation can be found on our website here:

https://corporate.postoffice.co.uk/en/blogs/2023_06/update-on-investigation-into-historical-document-containing-racist-and-offensive-language/

Post Office stopped undertaking private prosecutions of Postmasters in 2015, and thus, identification codes for Police National Computer records have not been required. The Identity Code document that was previously disclosed under FOI2023/00205, has not been replaced and therefore there is no date for a replacement document and no further version to disclose.

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
<https://ico.org.uk>

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