
From: Mark R Davies [GRO]
Sent: Fri 02/05/2014 10:43:51 AM (UTC)
To: David Oliver [GRO]
Cc: Sophie Bialaszewski [GRO]; Mark R Davies [GRO]; Belinda Crowe [GRO]; Chris Aujard [GRO]
Subject: Re: James Arbuthnot Letter

How about

Thank you for your letter. I have no objection at all to you forwarding this letter or indeed my letter of April 11.

I do appreciate and share your concerns. I am determined, as you know, to ensure that all the cases brought to our attention are investigated. The Post Office is absolutely committed to this as a business which believes in treating all those with whom we deal with fairness and honesty.

It may be helpful if I set out the position as it stands (which is a source of some frustration for me).

We have not yet received a report on any individual case from SS, nor has a generic report been received by the working group. This is disappointing, though we recognise the constraints under which SS are operating.

You may also be aware that the JFSA has written to the minister expressing some concerns over the Scheme. We were surprised and disappointed by this intervention, which seems out of kilter with the approach we are taking, on which of course JFSA are at the heart.

I will be responding to the minister in detail on the points raised by the JFSA.

I am as keen as you are to bring this matter to a close as soon as possible. I am equally committed to considering all the cases brought to our attention (though I would stress they represent a tiny minority of all those who use the Horizon system).

In relation to a meeting, I would be happy to ensure your office receives a regular update on potential for a further update, though I suspect it will not be until the Autumn. If we are able to adjust this timetable we will do all we can to do so.

Sent from my iPad

On 2 May 2014, at 11:09, "David Oliver" [GRO] wrote:

>
> Letter of the 11th attached for info
>
>
> David Oliver
> Programme Manager
> Initial Complaint and Mediation Scheme
> David.oliver [GRO]
> Mobile: [GRO]
>
> From: David Oliver1
> Sent: 02 May 2014 11:04
> To: Sophie Bialaszewski [GRO]
> Cc: Mark R Davies; Belinda Crowe [GRO]; Chris Aujard [GRO]
> Subject: FW: James Arbuthnot Letter
>
> Sophie
>
> Copy of the letter
>
> d

>
>
>
> David Oliver
> Programme Manager
> Initial Complaint and Mediation Scheme
> David.oliver [redacted] **GRO**
> Mobile [redacted] **GRO**
>
> From: Theresa Iles
> Sent: 02 May 2014 10:55
> To: Chris Aujard
> Cc: Martin Edwards; Belinda Crowe; Mark R Davies; David Oliver1; Sarah Paddison
> Subject: FW: James Arbuthnot Letter
>
> Sorry, forgot Chris!
>
> Not personal – I assure you.
>
> T
> From: Theresa Iles
> Sent: 02 May 2014 10:44
> To: Belinda Crowe; Mark R Davies; David Oliver1
> Cc: Martin Edwards; Paula Vennells
> Subject: FW: James Arbuthnot Letter
>
> Dear all
>
> Please see the attached just received from James Arbuthnot. Paula's hasn't yet seen it but will do so when she gets into the office at 11:30.
>
> Kind regards
> Theresa
>
> <James Arbuthnot Letter 110414.pdf>