



Post Office Limited  
Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ

Mr P Kalia

**GRO**

9<sup>th</sup> September 2015

Dear Mr Kalia,

**Post Office Complaint and Mediation Scheme**

Thank you for your letter of 21 August 2015 to Paula Vennells, which has been passed to me for reply.

The Panorama programme you refer to in your letter included a number of inaccurate statements, drawn selectively from limited information, to create a misleading and damaging impression of how and why Post Office undertook prosecutions.

Our statement, wholly rejecting the allegations in the programme, is available on our website at: <http://corporate.postoffice.co.uk/bbc-panorama-our-response> and is also enclosed with this letter for your convenience.

All of the allegations that were presented in the programme have been exhaustively investigated and tested by the Post Office and various specialists over the past three years or more. The investigations have not identified any transaction caused by a technical fault with Horizon which resulted in a postmaster wrongly being held responsible for a loss of money.

There is also no evidence of transactions recorded by branches being altered through 'remote access' to the system. Horizon does not have functionality that allows Post Office or Fujitsu to edit or delete the transactions recorded by branches.

It has however always been possible for Post Office to correct errors in and/or update a branch's accounts by way of a transaction correction, balancing transaction, or transaction acknowledgement. All of these processes for correcting / updating a branch's accounts have similar features in that they involve inputting a new transaction into the branch's records (not editing or removing any previous transactions) and all are shown transparently in the branch transaction records available to Subpostmasters and in the audit store.

The Post Office takes extremely seriously any allegation that there may have been a miscarriage of justice. We have seen no evidence to support this allegation. The Post Office has a continuing duty after a prosecution has concluded to disclose any information that subsequently comes to light which might undermine its prosecution or support the case of the defendant. Post Office continues to act in compliance with that duty.

If you believe that you have been subject to a miscarriage of justice, you should take independent legal advice. The solicitor who acted for you on the prosecution, or the Citizens Advice Bureau may be able to help you.

Yours sincerely,

**GRO**

**Angela Van Den Bogerd**

Head of Partnerships  
Post Office Limited