

Adrian Bailey MP  
Chair, Business, Innovation and Skills Select Committee  
House of Commons  
London  
SW1A 0AA

10<sup>th</sup> March 2015

Dear Mr Bailey

**Post Office Complaint Review and Mediation Scheme Update**

In light of your Committee's current Inquiry, I am writing to inform you of a recent decision we have made regarding the Post Office Complaint Review and Mediation Scheme.

Having completed all our investigations into individual cases, which have found no evidence of a system-wide issue with Horizon, we have decided to now put forward for mediation all cases remaining in the scheme except those that have been subject to a previous court ruling. This will accelerate the conclusion of the Scheme in the interests of applicants while ensuring that we fulfil the commitments made to them at the outset.

I enclose a copy of my letter to the Minister for Employment and Consumer Affairs, which provides further detail, as well as the press notice we have issued today.

Please do not hesitate to let me know if you have any questions, or if you would like any further information.

Yours sincerely

Paula Vennells  
Chief Executive