

Message

From: Parsons, Andrew [GRO]
Sent: 29/04/2014 15:09:06
To: David Oliver [GRO] [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=David Oliver17716bf08-0c00-4beb-82cc-31f0ff71becf395]; Angela Van-Den-Bogerd [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Angela.Van den boge1c5fcfe7-2672-42d9-b324-4ea8d2814853]; Jessica Barker [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Jessica Barke2f1246a4-76f4-4975-aff3-89e387e01434d2e]; Chris Aujard [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Christopher Aa0452485-80b7-40d2-ade7-6f6feae19cc3f88]; Belinda Crowe [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Belinda Crowe79b93f11-569f-4526-a078-f5b4958a8917220]; Rodric Williams [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Rodric Williamse9c114f4-b03f-4595-b082-ce89be5c79d47b]; Andy Holt [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Andy.holt1f932521-2f1a-4377-9268-fd0fcf5c7371]; Sophie Bialaszewski [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Sophie Bialas2cedc720-e52f-453b-b67e-81536ec8df7e049]; Carolyn.Low [GRO]
Subject: RE: Fact File for review
Attachments: PART ONE - SS (AP comments).pdf

All

Please find attached my comments on the Part 1 report.

In general, the report broadly replicates the original factfile with a few additions and deletions. On the whole, these changes are not, in my view, controversial.

However, SS have injected in a number of places their opinions on certain matters (highlighted in yellow in the attached). Putting aside whether those opinions are correct or not, they should not be included in the Part 1 report:

- The Part 1 report was supposed to be a neutral factual statement – these opinions would be better presented in the Thematic report.
- All the opinions are unsupported by either logical reasoning or evidence. Even if these opinions were set out in the Thematic Report, SS need to properly justify these views otherwise they should not be permitted to advance them in any form.

Of some concern is SS' approach as set out in para 1.1. They say that the Part 1 Report is designed to support their thematic report. I understood the purpose of the report to be to assist the mediator and the parties at mediation. To my mind, this highlights the difference in approach between POL and SS and closing this gap is important for moving cases forward to mediation.

My only other thought is that SS' changes from the original factfile are fairly minimal and this cannot have taken more than one day's work.

Kind regards
Andy

Andrew Parsons

Senior Associate

for and on behalf of Bond Dickinson LLP

Bond Dickinson

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From: David Oliver [GRO]
Sent: 29 April 2014 14:48
To: Angela Van-Den-Bogerd; Jessica Barker; Chris Aujard; Belinda Crowe; Rodric Williams; Parsons, Andrew; Andy Holt; Sophie Bialaszewski; Carolyn.Low [GRO]
Subject: Fact File for review

All,

Attached is the Second Sight Fact file. From a quick initial review it appears to be a mix of facts which read similarly to the Post Office document together with a some new content Eg:

"4.22. Despite this description of an apparently extensive support mechanism, feedback during the Complaint Review process has indicated a lack of consistent, constructive advice being provided, especially from the Horizon Service Desk and from the NBSC."

We are due to meet to review this and any further reports (Ian has indicated that [REDACTED]) tomorrow.

D

David Oliver
Programme Manager
Initial Complaint and Mediation Scheme
David.oliver@bond-dickinson.com [GRO]
Mobile [GRO]

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