

## **Working Group for the Initial Complaint Review and Case Mediation Scheme**

### **Standing Agenda for Thursday Calls**

#### **Attendees**

Sir Anthony Hooper (Chair)  
Alan Bates (JFSA)  
Kay Linnell (JFSA)  
Ron Warmington (Second Sight)  
Chris Aujard (Post Office)  
Belinda Crowe (Post Office)  
Andy Parsons (Bond Dickinson)  
Claire Parmenter (Bond Dickinson)  
David Oliver (Programme Manager)  
Kathryn Alexander (Post Office)

#### **Agenda**

1. New / late applications
2. Status of current applications that have not yet been accepted
3. Status of accepted applications awaiting a Case Questionnaire Response
4. New Case Questionnaire Responses
5. Post Office / Second Sight investigation progress
6. Any other queries raised by Applicants / Advisors
7. Issues with resourcing / timings
8. Outstanding actions
9. AOB

**Thursday 16<sup>th</sup> January, 13:00 – 14:00**

1. New / late applications

No new/late applications have been received. It was agreed that this item would be removed from the standing agenda.

2. Status of current applications that have not yet been accepted

Case No.	Status	WG actions/decisions
M112	Response considered inadequate. Serving SPMR. Amount in dispute is £3k. SL03 letter to be issued.	POL to issue SL03 letter

3. Status of accepted applications awaiting a Case Questionnaire Response

Nothing to report.

4. New Case Questionnaire Responses

Case No.	Status	WG actions/decisions
M006	Recommended for acceptance	It was agreed that this case should proceed to POL for investigation.
M017	Second Sight has put forward as a complete CQR on 14 <sup>th</sup> Jan, however it was passed to PO for investigation on 5 <sup>th</sup> Dec and is therefore already being investigated. There are variances between the original and subsequent submissions.	Although resubmission of CQRs should not be encouraged (and is only to be considered on a case by case basis), POL should consider the further information received, and determine whether an extension would be required to investigate. Requests for extension should then be put to the working group for approval.  Extension was agreed. Post Office to provide an update to the Working Group on 30/01.
M018	Recommended for acceptance	It was agreed that this case should proceed to POL for investigation.
M044	CQR not submitted in required format; letter with set of attachments not adequate to investigate	The WG agreed that the advisor did not meet the criteria to receive funding. Post Office to write to the applicant to confirm that they must select a professional advisor that meets the Scheme's criteria in order to obtain

Case No.	Status	WG actions/decisions
		funding. The applicant is to then be given time to resubmit the CQR.
M045	Recommended for acceptance	It was agreed that this case should proceed to POL for investigation.
M051	Updated CQR. NB: BC to discuss with Second Sight before WG 16/01/2014.	<p>Although resubmission of CQRs should not be encouraged (and is only to be considered on a case by case basis), POL should consider the further information received, and determine whether an extension would be required to investigate. Requests for extension should then be put to the working group for approval.</p> <p>Extension was agreed. Post Office to provide an update to the Working Group on 23/01.</p>
M052	Recommended for acceptance	It was agreed that this case should proceed to POL for investigation.
M053	Recommended for acceptance	It was agreed that this case should proceed to POL for investigation.

## 5. Post Office / Second Sight investigation progress

Case No.	Status	WG actions/decisions
M002	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M007	POL report due to be submitted to Second Sight. POL seeking extension to 30/01	Extension agreed. Post Office to provide an update to the Working Group on 30/01
M011	POL seeking extension to 30/01	Extension agreed. Post Office to provide an update to the Working Group on 30/01
M019	POL seeking extension to 30/01	Extension agreed. Post Office to provide an update to the Working Group on 30/01
M022	POL seeking extension to 30/01	Extension agreed. Post Office to provide an update to the Working Group on 30/01
M025	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review next week.
M028	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M029	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M030	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M031	POL seeking extension to 23/01 (due to Christmas)	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M035	POL report due to be submitted to Second Sight. POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M042	POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M048	Investigation on going. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M054	POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working

Case No.	Status	WG actions/decisions
		Group on 23/01
M062	POL seeking extension to 30/01	Extension agreed. Post Office to provide an update to the Working Group on 30/01
M079	Awaiting Horizon information. POL seeking extension to 30/01	Extension agreed. Post Office to provide an update to the Working Group on 30/01
M083	SL03 letter issued. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M094	Visited SPMR 10/01. Received more information. POL seeking extension to 23/01	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M102	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review next week.
M112	SL02 - Further information required by 16/01/14	N/A
M126	SPMR returned from holiday. Visit arranged 21/01 to discuss findings	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M134	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review next week.
M136	Applicant confirmed wish to withdraw from Scheme	N/A
M141	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review next week.
M144	AVDB was due to talk to the applicant on 10/01. PO to provide an update to the WG	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M145	POL investigation complete. Arranging to discuss findings with SPMR. Provide an update to the WG 16th Jan	Extension agreed. Post Office to provide an update to the Working Group on 23/01
M146	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review next week.

POL were requested to inform the Working Group when two or more extensions have been sought.

#### 6. Any other queries raised by Applicants / Advisors

Case No.	Query	WG actions/decisions
M044	Professional advisor does not meet the	POL to write to the applicant to confirm they

	criteria.	must select a professional advisor that meets the Scheme's criteria. The applicant should be given the opportunity to resubmit their CQR.
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#### 7. Issues with resourcing / timings

Second Sight has a 3<sup>rd</sup> resource ready to support their work; POL to put an agreement in place

#### 8. Outstanding actions

Ref	Action	Action Owner	Update	Due Date
1	Circulate a draft letter to applicants /professional advisors to the Working Group	AP	Letter issued and applicants now contacting POL.	02/01
5	Draft DP letters and rules for data protection	AP	In progress. Need to upload onto Huddle & revise Alan's letter and issue to AB & AH	02/01
8	Clarify whether a letter was issued to applicant M032 and update Working Group on 03/01	RW	Complete	03/01
15	Second Sight and Post Office to consider the production of a joint generic report for the mediation	AVDB	AVDB liaising with RW	16/01
17	Alan Bates to provide comments on his data protection letter	AB	Still outstanding	09/01
21	AP to arrange for AH to view criminal case files	AP	AP liaising with SAH	23/01
22	Post Office to revise mediation process map and recirculate	JB	Will be presented at next face-to-face WG meeting	30/01
23	AP to provide revised clauses for Terms of Reference	AP	Completed; to be uploaded onto Huddle ahead of the next face-to-face WG	30/01

#### 9. AOB

- There was a discussion about the email AB received from Howe &Co. AB to speak to SD to contact BC directly to discuss. BC to speak to SD addressing each of the points made in correspondence.