

## **AGENDA**

### **MEETING WITH RT HON JAMES ARBUTHNOT MP**

**28 JANUARY 2014**

- 1. Business Improvement Programme**
- 2. Initial Complaint and Mediation Scheme performance, timescales, the role of the Working Group and mediation process**
- 3. Second Sight work**
- 4. Successor to the Mediation Scheme**
- 5. Next steps**