

## **Post Office Mediation Scheme Update**

The Post Office today announced that it has completed its investigations into complaints from 136 postmasters concerning the operation of the Post Office's Horizon computer system.

Horizon has around 78,000 users and processes more than six million transactions every day. None of the cases investigated have revealed any problems caused by flaws in the system.

xx of the 136 cases have already been closed through mediation or other means. The remaining xx cases will now go to mediation, except those which have been the subject of earlier Court rulings.

The Post Office will consider its approach to cases with a Court ruling on an individual basis, including through offering applicants the opportunity for a discussion of their case with their Member of Parliament.

Angela Van Den Bogerd, Post Office Head of Partnerships, said:

“This has been an exhaustive and informative process which has established that there are no system-wide problems with our computer system and associated processes. We will now look to resolve the final outstanding cases as quickly as possible.”

The announcement means that the Working Group set up to assess whether cases move forward for mediation will be wound up.

Angela Van Ven Bogerd added: “We would like to thank everyone who played a part in the Working Group for their valuable and important input.”

Ends

Contacts

[A detailed report into the working of the scheme can be found at - URL]

**Notes to Editors**

**I would limit this to Key numbers of the scheme**