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**From:** Paula Vennells [GRO]  
**Sent:** Fri 12/07/2013 6:06:50 PM (UTC)  
**To:** Susan Crichton [GRO]; Kevin Gilliland [GRO]  
**Subject:** Fwd: The case for independence in the Post Office appeals system

Just FYI. He is trying really hard to help us but is understandably volatile. My intuition is he is a very decent chap who got in a mess over the MVLs 2 years ago (he admitted this to me - knows it's not the system). You will hear the rest.

Just thought you should see this.

Thank you both for agreeing to speak to him.

Paula

Sent from my iPhone

Begin forwarded message:

**From:** DAVID WOODROW [GRO]  
**Date:** 12 July 2013 18:38:03 BST  
**To:** Paula Vennells [GRO]  
**Subject:** Re: The case for independence in the Post Office appeals system  
**Reply-To:** DAVID WOODROW [GRO]

Hi Paula.

Thanks for this and for the phone call.

I will be in London for an N.F.R.N. executive meeting on Tues 6th August which does not start till 1100am so I could meet meet you that morning as at the moment I am travelling down on the 5th.

I do not know my Post Office position till after Tuesday but if you wish to meet sooner than 6th August I would be happy to come down at a mutually convenient time.

Cheers for now

David Woodrow

**From:** Paula Vennells [GRO]  
**To:** DAVID WOODROW [GRO]  
**Sent:** Friday, 12 July 2013, 15:13  
**Subject:** Re: The case for independence in the Post Office appeals system

David, thank you for copying me in your note to Jo Swinson.

I am genuinely sorry that you feel we have let you down. I realise that Friday afternoon is not an ideal time, but would you be happy to have a quick phone call with me? I would like to listen.

Paula

Paula Vennells  
CEO Post Office Ltd

Sent from my iPad

On 11 Jul 2013, at 15:29, "DAVID WOODROW" wrote:

GRO

Dear Jo.

I write to you as the minister dealing with the inquiry into the Horizon system and I watched with interest the debate on Monday as a constituent in your neighbouring constituency

You seemed to make quite an issue of the fact that there was only 47 cases that have come to light. As a currently suspended subpostmaster after 33 years service I can assure you that the 47 are only the tip of the iceberg. I personally paid out £1900 last year as our office could not resolve a horizon issue to do with reversing M.V.L.transactions.

Only two weeks ago P.O.C.L. issued a very complicated procedure to resolve such matters but because it involves a separate government agency the procedure is fraught with problems and that would be confirmed by helpline operators.

Why I am currently suspended is because I broke the terms of my contract by retaining £2000 in lieu of a rates issue which is exclusive to Scotland and is partly due to poor support for current Sub Postmasters from P.O.C.L

I attach a document which I submitted to my first interview at the end of which I was given the option of resigning or take my case to appeal.

I chose to appeal, but in light of the debate on Monday, the fact that the appeal is to be heard by a Post Office Manager seems a bit contrary to one of the accepted outcomes of the inquiry that there should be some form of independence in any appeal process.

My office has now been closed for nearly 8 weeks and I will attend my appeal on Tuesday 16th in the hope that I and my staff can get back to serving our community.

I am copying this to all the M.P.s who took part in the debate as they all had issues that need to be resolved. There was however a common denominator in that P.O.C.L. has been lacking in their support and training for Sub Postmasters.

Yours sincerely

David Woodrow (Sub postmaster in limbo Bishopton)

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