



Post Office Limited  
Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ  
**GRO**

Mr James Withers

**GRO**

21<sup>st</sup> May 2015

Case ref: M069

Dear Mr Withers

**Complaint Review and Mediation Scheme (the Scheme)**

Thank you for your letter of 7th May 2015 to Mr Wechsler about the value of mediation.

The Post Office remains committed to providing you with an opportunity to discuss the issues raised in your case and Post Office's investigation at mediation with the aim of resolving your complaint.

Post Office is willing to discuss the issues which form the basis of your complaint and believes that you may find some benefit from this conversation. However, Post Office feels that on the basis of the evidence and investigations that it would not be appropriate to offer any form of financial settlement and, in the interests of transparency, wanted to make you aware of that before entering into a mediation.

Whether you decide to enter into mediation is entirely your choice but Post Office remains willing to do so.

Please advise CEDR whether you wish to proceed to mediation.

Yours sincerely

**GRO**

**Angela Van Den Bogerd**  
Head of Partnerships  
Post Office

**GRO**