

BRUNSWICK

Private & Confidential: Draft @ 26 Feb

Post Office mediation scheme update reaches final stages ~~nears conclusion~~

The Post Office today announced that it has completed all its investigations into complaints from each of the cases of 150-a small number of sub-postmasters aboutters who filed complaints its against the Post Office's Horizon-IT system in 2013.

The Post Office can confirm that nNone of these investigations have uncovered a system wide problem with the Horizon system, which has around 68,000 users and processes more than six million transactions every day.

Of the 150136 cases that have been investigated, xx have been closed. A further xx are the subject of legal proceedings involve Court decisions. The Post Office will now offer the opportunity for propose mediation in each of the -remaining-xx cases which do not involve court decisions, in an attempt to accelerate the process for those cases, bring this process to a final conclusion.

Angela van den Bogerd, Post Office head of partnerships, said:

"The Post Office set up this process in 2013 to ensure that any subpostmaster, past or present, had an opportunity to raise complaints.

"Significant progress has been made, most notably in establishing that there are no system wide problems with our computer system and associated processes. For a business which is so central to millions of people this is critically important.

"Where cases without court judgements against them remain, we have agreed to offer mediation, overseen by an independent body, in order to provide focus for their individual concerns."

Despite an exhaustive process that has lasted for two years, a very small number of sub-postmasters still feel they have been unfairly treated. We hope that by offering mediation for all of the outstanding cases, we can deal with their individual outstanding concerns swiftly and transparently with the people involved."

The Post Office will continue to offer independent analysis for all cases from forensic accountants.

It has also offered MPs with constituents in the process the opportunity to discuss relevant cases, in confidence, where applicants give their consent.

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The Post Office has also published a report outlining the process it has undertaken to handle this issue.

[COMMENT: NEED A Q&A LINE WHICH COVERS OFF – WHY NOT MEDIATE CRIMINAL? WHICH COVERS THE POINT ABOUT LEGAL AVENUES REMAINING OPEN]

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