
From: Rodric Williams/[O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RODRIC WILLIAMSE9C114F4-B03F-4595-B082-CE89BE5C79D47B]
Sent: Fri 09/05/2014 1:23:37 PM (UTC)
To: David Oliver [REDACTED] **GRO**
Subject: Fw: Correspondence for review
Attachment: DRAFT LETTER TO JAMES ARBUTHNOT09052014.docx
Attachment: PV to JW 09 05 2014.docx

There you go - proper added value...

From: Swil, Jonathan [mailto:[REDACTED] **GRO**]
Sent: Friday, May 09, 2014 02:16 PM
To: David Oliver [REDACTED] **GRO**
Cc: Sophie Bialaszewski; Rodric Williams; Belinda Crowe; Band, Christa [REDACTED] **GRO**
Subject: RE: Correspondence for review

David

I attach our suggested amendments to the two draft letters. One general comment we have about both letters is our concern that if they are made public and in due course Post Office decides substantially to change direction with the Scheme (e.g. if it chooses not to mediate any cases or abandons the Scheme altogether), the statements of unqualified support for the Scheme, or even just being committed to considering all complaints brought through the Scheme, in the letters may place Post Office in a difficult position. If you agree, perhaps one way of dealing with that concern is to, rather than express support for the Scheme *per se*, express, where relevant, Post Office's commitment to the fair and just resolution of all complaints/applications to the Scheme.

Do let me know if you wish to discuss any of our suggested amendments.
Kind regards

Jonathan

From: David Oliver [REDACTED] **GRO**
Sent: 09 May 2014 10:51
To: Swil, Jonathan
Cc: Sophie Bialaszewski; Rodric Williams; Belinda Crowe
Subject: Correspondence for review

Jonathan,

As flagged yesterday Paula Vennells has asked if Linklaters could review the attached correspondence to Jenny Willott and James Arbuthnot from a legal perspective.

Paula would like to send the letters today so a quick turnaround would be appreciated.

Many thanks

David

David Oliver
Programme Manager

Initial Complaint and Mediation Scheme

GRO

Mobile **GRO**

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