

Review Committee – Terms of Reference

Frequency & Duration	Once per quarter (May, Aug, Nov and Jan) or more often at the discretion of the Chair.	Composition	Chair: Head of Network Support & Resolution Minutes & Actions: As directed by Head of Network Support & Resolution Attendees: Network Support & Resolution – Operations Manager, Tier 2 Team Manager, Tier 3 Investigation & Resolution Analyst Network Support & Resolution – Postmaster Account Support Manager Head of Network Monitoring & Reconciliation (or deputy) Head of Branch Support (or deputy) Head of Contract & Deployment (or deputy) Head of Legal – Dispute Resolution & Brand Protection (or deputy) Director of Assurance & Complex Investigations (or deputy) Head of Operational Excellence (or deputy) Optional: Central Operations Director. Area / Regional Managers (if required).
Purpose	Meetings		
<ul style="list-style-type: none">Review cases escalated from the Weekly Case Review and decide on actions to be taken for resolution.Review Network Support & Resolution performance dashboard vs SLAsProvider oversight of the review process and feedback on cause analysis.Decide on resolution from findings and outcomes of cases documented to be passed to the relevant team for action.Assure decisions made are fair and reasonable for the circumstances of the case.	<ul style="list-style-type: none">The Dispute Resolution Review Committee should meet once every quarter, plus at the discretion of the Chair in circumstances such as the occurrence of an event or escalation of critical risk, which requires immediate action. A weekly case review is performed to avoid delays in outcome-based decision making and to escalate any relevant cases to the Committee, as appropriate.A quorum (majority attendance) should be in place for the full duration of each meeting.Agenda and meeting pack should be circulated at least two days prior to the meeting.Minutes should be taken and circulated within reasonable timescales (2 – 3 days)		
Inputs	Outputs/Reporting		
<ul style="list-style-type: none">Retail Performance Dashboard.Cause analysis (closed cases).Quality assurance findings (if applicable).Reports (case studies) from weekly case review.	<ul style="list-style-type: none">Findings and decisions on cases documented and passed on to relevant team to action the resolution.List of required actions for quality assurance findings.List of actions required from cause analysis.Any established losses to be forwarded to the Postmaster Account Support Team.List of losses not established up to £100k for financial write off.		