POST OFFICE LIMITED

Title:	CIJ 6 Transaction Disputes Assurance Review	Overall Rating	Needs Significant Improvement

Findings

- 30 unique actions and it should be noted that all the original actions have been completed.

- 24 (80%) actions are complete and can be demonstrated via evidence

- 6 (20%) actions require improvements.

Whilst it is clear that there is sufficient evidence to demonstrate the actions have been delivered and the evidence reviewed demonstrates their sustainability. Improvement areas have been identified, one action in particular around call recording needs attention to ensure POL is able to provide call recordings or a log of calls to/from the Postmaster. The area for improvement includes root cause analysis that will help to improve oversight and governance and further identify where improvements can be made for Postmasters.

Subject	Assurance finding	Recommendation/Improvement opportunity
Puzzel	Whilst their is call recording in place and majority of calls are recorded, with QA happening, there is a gap in that the log for non-Puzzel calls is not in use.	Ensure call log for Non-recorded Puzzle calls is implemented
Root Cause Analysis	Currently there is no root cause analysis of the data to enable the team to identify why Postmasters are disputing transaction corrections. The Investigations dashboard provides an oversight of the number of cases and resolutions timelines achieved. There is a tab labelled root cause, however the data shows the cause No root cause analysis is completed currently to understand the reason for the errors.	Improvement opportunity - to remediate root cause analysis and investigations dashboard.
Complaints Dashboard	The complaints dashboard does not provide qualitative information particularly in relation to Transaction Corrections which indicates if postmasters are seeing a positive change on the ground or not.	Include qualitative information in the complaints dashboard regarding Transaction Corrections
Policy Review	Controls within the policy are not controls. How are the processes monitored to ensure the policy is working?	Pick up as a thematic in the final report.