

Working Group for the Initial Complaint Review and Case Mediation Scheme

MINUTE

Teleconference details:

Dial: **GRO**
Participant's code **GRO**

FOR THE CHAIR ONLY – Dial: **GRO**
Code:

Attendees

Sir Anthony Hooper (Chair)
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ian Henderson (Second Sight)
Ron Warmington (Second Sight)
Chris Holyoak (Second Sight)
Chris Aujard (Post Office)
Belinda Crowe (Post Office)
Angela Van Den Bogerd (Post Office)
David Oliver (Post Office)
Andy Parsons (Bond Dickinson)
Claire Parmenter (Bond Dickinson)

Apologies

Chris Aujard (Post Office)

Agenda

1. Status of current applications that have not yet been accepted
2. Status of accepted applications awaiting a Case Questionnaire Response
3. New Case Questionnaire Responses
4. Post Office / Second Sight investigation progress
5. Standing case updates
6. Cases with Second Sight to review PO investigation reports
7. Any other queries raised by Applicants / Advisors
8. Issues with resourcing / timings
9. AOB

Thursday 24th April, 13:00 – 14:00

1. Status of current applications that have not yet been accepted

N/A

2. Status of accepted applications awaiting a Case Questionnaire Response

Secretariat to provide an update – and Second Sight to report on the CQRs with them – at the next face-to-face Working Group meeting on 1st May.

3. New Questionnaire Responses

Case No.	Working Group decision / action(s)
M071	• WG noted that the CQR was very thin – but that there is no need to go back to the applicant. • PO noted that as the case is very old the evidence available on this case may be limited. • WG accepted the case into the scheme with a 4 week deadline.
M122	• WG noted that the CQR was very thin – but that there is no need to go back to the applicant. • PO noted that as the case is very old the evidence available on this case may be limited. • There are documents referred to in the CQR that have not been provided. RW confirmed that he had spoken to the professional adviser and no other documents exist. • WG accepted the case into the scheme with a 4 week deadline.
M126	• WG noted that the CQR was very thin. • AVDB stated that the initial application is more detailed and was used for an initial investigation. • WG accepted the case into the scheme with a 4 week deadline.
M135	• AVDB stated that this case is complex. • WG accepted the case into the scheme with an 8 week deadline.

4. Post Office / Second Sight Investigation Process

Post Office and Second Sight to update the Working Group at the next face-to-face meeting on 1st May.

Cases under Post Office Investigation:

Case No.	Status	Working Group decision / action(s)
M006	Investigation complete. Finalising report as a priority.	Extra time allowed.
M013	Investigation complete. Finalising report. Extension (not 1 st) to 22 nd May required.	Extension granted to 22 nd May.
M042	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M045	Investigation complete. Finalising report. Extension (not 1 st) to 22 nd May required.	Extension granted to 22 nd May.
M079	Investigation complete. Finalising report. Extension (not 1 st) to 15 th May required.	Extension granted to 15 th May.
M133	Investigation on-going. Extension (1 st) to 22 nd May required.	Extension granted to 22 nd May.

5. Standing and other case updates

Case No.	Status	Working Group decision / action(s)
M004	Waiting for response from Applicant before the case progresses. Spoke to the applicant on 17 th April – his response is due by 25 th April.	AVDB to update WG on 1 st May.
M094	Dealing with Applicant query before the case is progressed. Applicant is clear that he wishes to enter the scheme. Letter finalising PO's position to be sent out by 25 th April.	AVDB to update WG on 1 st May.
M112	2 nd visit booked for 30 th April.	AVDB to update WG on 1 st May.
M114	PO internal investigation complete. Letter to Applicant is being finalised to go out by 25 th April.	AVDB to update WG on 1 st May.
M142	Waiting for response from Applicant before the case progresses. Letter finalising PO's position was sent out on 15 th April – no response yet.	ADVB to chase a response from Applicant.
M143	Investigation on-going. Report is being reviewed.	ADVB to update WG on 1 st May.
M146	Andy Parsons to update.	WG agreed that the case should now enter the initial stages of the scheme. CC and RW to liaise and issue correspondence to the applicant on 28 th April.

6. Any other queries raised by Applicants / Advisors

Howe and Co have written to request extensions on 8 of their cases:

Case No.	Original (already extended) due date	Extension requested	Reason	Working Group decision / action(s)
M012	02/05/14	09/05/14	Solicitor suffered bereavement & delays due to Easter holidays	Extension granted to 9 th May.
M056	17/04/14	28/04/14	Solicitor suffered bereavement & delays due to Easter holidays	Extension granted to 28 th April.
M068	18/04/14	30/04/14	Solicitor suffered bereavement & delays due to Easter holidays	Extension granted to 30 th April.
M089	02/05/14	09/05/14	Solicitor suffered bereavement & delays due to Easter holidays	Extension granted to 9 th May.
M096	18/04/14	02/05/14	CQR awaiting client review/signature	Extension granted to 2 nd May.
M106	11/04/14	02/05/14	CQR awaiting client amendments	Extension granted to 2 nd May.
M120	11/04/14	29/04/14	CQR awaiting client review/signature	Extension granted to 29 th April.
M121	18/04/14	25/04/14	CQR awaiting client review/signature	Extension granted to 25 th April.

- The WG again confirmed that it is not the role of the professional advisors to investigate and that the advisors need to be reminded of that.

7. Issues with resourcing / timings

N/A

8. AOB

- SS confirmed that they will not be able to provide final reports on M022, M054 and M127 for the face-to-face WG meeting on 1st May. But confirmed that they will upload interim reports on these cases on Tuesday 29th April ahead of the meeting on 1st May.
- SS agreed that these three reports will be finalised as far as possible. They would also identify where they need additional information to address the central point as to whether Post Office had any measure of responsibility for any loss.
- SS confirmed that the Part 1 of the Mediator Briefing Pack (the Fact File) will be ready for the WG's comments ahead of the face-to-face WG meeting on 1st May. It will be uploaded on Huddle on Monday 28th April.