

Message

From: David Oliver1 [GRO]
on behalf of David Oliver1 <GRO> [GRO]
Sent: 20/03/2014 16:39:57
To: WALKER, Janet [GRO]
CC: Belinda Crowe [GRO]; Sophie Bialaszewski [GRO]
Subject: RE: draft email and prep for 24th

Janet,

Just tried to call. It would be good to grab a quick word on this.

Regards

David

David Oliver
Programme Manager
Initial Complaint and Mediation Scheme

GRO

From: WALKER, Janet [mailto:GRO]
Sent: 20 March 2014 16:29
To: David Oliver1
Cc: Belinda Crowe; Sophie Bialaszewski
Subject: RE: draft email and prep for 24th

Thanks David

Re POL contact. The last email that was sent out to MPs offered that Post office was happy to talk to individual MPs about their constituents cases. James would like to talk to someone above his constituent, and we have a couple of others who wish to do the same. Your draft email below states that individual cases cannot be talked about in a proposed individual meeting between POL and an MP – but this is not what the email that went out on 4 February stated. It read:

I would like to mention a couple of matters in advance of the meeting. The mediation scheme is running, and we must take care both to respect the privacy of individual applicants and to avoid skewing the mediation process. Individual cases will not be up for discussion, but I am sure that if any colleague wanted to seek a separate meeting with Post Office to discuss an individual case, Post Office would be happy to arrange this separately.

As it was an offer that came from your side, I assumed there would be a contact to whom I could refer MPs. Can you let me know please?

I sent an email some time back about the amendments, saying they were good. Thank you for them.

Attendance for next week – I'll pull together a list once I've sent this new draft email out, as we'll get responses.

I'll look carefully at your draft, as we need to iron out this business about MPs being able to talk to PO about their own cases.

Yours ever,

Janet

Janet Walker
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From: David Oliver1 [mailto:GRO]
Sent: 20 March 2014 16:18
To: WALKER, Janet
Cc: Belinda Crowe; Sophie Bialaszewski
Subject: draft email and prep for 24th

Janet,

Following on from the call Paula undertook to provide James with a draft email he could send to interested colleagues about the restrictions around what we can and can't say. A draft is below.

Also apologies I picked up your voicemail and haven't got back to you yet. I can find a contact point for MPs to discuss issues with Post Office. What kind of issues are they looking to discuss?

Also I just wanted to check whether you were happy with the amends I had made to the minutes and if you had any update on attendance for next week.

Regards

David

All

In advance of our meeting with Post Office on 24 March. I wanted to write to update you all on progress and to emphasise some areas that we will not be able to cover in the meeting having spoken to Second Sight and the Chief Executive of Post Office this week.

I realise that some of you might want to discuss in detail the progress of cases through the Complaints and Mediation Scheme. However, we must avoid doing anything that could undermine the integrity of the Scheme, the Working Group administering the Scheme or the individual cases within it. For that reason it will not be possible to discuss individual cases and both Post Office and Second Sight have stressed to me how important this is.

Separately Post Office have offered to meet with any MPs individually to discuss areas of interest to you and I encourage you to take up this offer, but it is worth noting that Post Office will still be unable to discuss the detail of individual cases within the Scheme.

Yours etc

James Arbuthnot

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