

From: The Rt. Hon. James Arbuthnot, M.P.



HOUSE OF COMMONS  
LONDON SW1A 0AA

18 March 2015

Paula Vennells  
CEO  
Post Office  
148 Old Street  
London EC1V 9HQ

*Dear Paula,*

On 13 January 2015 your Head of Public Affairs wrote to me offering a meeting to discuss my constituent Jo Hamilton's case. I found it disappointing that I heard from him and not you. He did not answer the points I had made in my letter to you about the various respects in which you had broken the agreement you had made with me and other MPs and in which the Mediation Scheme was not working as we all had intended.

Having discussed this offer with my constituent and her advisor, I have decided to decline it. I cannot see the point of it and I particularly do not care to discuss what is a legal matter with a public relations man. More importantly, given that you have refused to allow the independent investigators access to the documents they need to assess her case, whatever conclusions you as CEO have reached to my mind rest on very shaky ground.

I am confident that this will be put to the test in the months ahead.

*Yours ever*

**James**