

1 I am writing to ~~inform you of~~~~update you about~~ a decision we have made regarding
2 the Complaint Review and Mediation Scheme which, ~~as you know, we was~~ set up in
3, 4, 5 2013 ~~to respond in relation to~~ claims of flaws in allegations about Post Office Ltd's
Horizon computer system and associated processes.

I am pleased to say that Post Office Ltd has now completed investigations into all
the individual cases put forward for consideration in the Scheme. Furthermore, I am
pleased to again confirm that no evidence has been found through these
investigations of any system wide issues with Horizon.

6 ~~As a result, Post Office has decided we will now put forward for mediation all cases~~
~~remaining in the Scheme that have not been subject to a previous Court ruling. As a~~
~~result of this, we have decided to put forward for mediation all the remaining cases,~~
~~with the exception of those where the Courts have ruled on the subject of the~~
7 ~~applicant's complaint,~~ (please see below for more detail on our proposed approach
to these cases). This will accelerate the conclusion of the Scheme ; in the interests
8 of Applicants and ensure that we fulfil the commitments we made to them at the
~~outset it will also continue to provide a focus for individual concerns and see through~~
~~our commitments to applicants.~~

9, 10, 11, 12 Of the original 15036 applications to~~cases that entered~~ the Scheme ~~and have now~~
13 ~~been investigated, 70 [xx]~~ have already been resolved, closed or put forward for
14 mediation. A minority of the applications further [xx] involve earlier Court rulings.

15, 16, 16 This means we will be putting now intend to mediate ~~put xx cases forward the~~
majority of cases for mediation, overseen by the Centre for Effective Dispute
18 Resolution (CEDR). ~~All applicants have the benefit of the Post Office's investigation~~
~~into their case and the Post Office has requested independent forensic accountants~~
~~Second Sight to continue to be involved in the follow up reviews. The Post Office will~~
19 also continue to seek to make an independent review available to Applicants where
~~this has not already been provided. The Post Office will also continue to offer~~
~~independent analysis for all cases from forensic accountants.~~

20 For those applicants who have been the subject of Court decisions~~rulings~~, two
important points need to be drawn out. Firstly, we will continue to consider each of

these cases carefully, on a case by case basis, even though mediation cannot overturn a Court's ruling. Secondly, as a prosecutor Post Office has a continuing duty after a prosecution has concluded to disclose immediately any information that subsequently comes to light which might undermine its prosecution case or support the case of the defendant. Applicants remain able to pursue the normal legal

21 | avenues open to them to appeal Court decisions with any further material disclosed
22 | to them, including that disclosed through the Scheme. Having now completed its
reinvestigation of each of the cases, Post Office has found no reason to conclude
that any original prosecution was unsafe~~However, Post Office has not seen any
evidence that it believes would lead to a successful appeal.~~

23 | Should Aapplicants give their consent, the Post Office also continues to be prepared
24 | to discuss individual cases, and our investigations, in confidence with relevant
25 | Members of Parliament or indeed to meet separately with individual Aapplicants to
26, 27 | discuss their cases. All Aapplicants have the benefit of the Post Office's fresh and
comprehensive investigation into their case and the Post Office has requested
independent forensic accountants Second Sight to continue to be involved in the
follow up reviews.

We will work with Second Sight to support completion of their further report in order
28 | that it is available to inform the ongoing mediation process.

The Post Office will also publish a report outlining the background and steps it has undertaken to handle this issue.

Track Changes

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