



STRICTLY PRIVATE & CONFIDENTIAL

[Name of Operator]

Post Office® XXXXXXXXXX Branch

Xxx

Xxx

xxx. xxx

Date

Date

100 Wood Street
London
EC2V 7ER

Classification:

Private

[] 20[]

Dear [name of Operator]

Post Office® XXXXXXXXXX Branch

On/Off Site Local/Main Post Office® Agreement between Post Office Ltd and
[Title>FirstName>Surname or Company Name] (the Operator) dated [Date>Month>Year]
(Agreement)

Invitation to attend a meeting to discuss Contract Performance

As you will be aware from our conversation(s) I have been carrying out review work following [briefly insert type of event which led to review].

As explained in our conversation(s) it is important that the matter is fully reviewed to establish the facts and to give you the opportunity to identify and answer any issues of concern raised. Appendix 1 to this letter sets out the position to date.

As part of this I want to share with you details of the review that have been considered to date (providing these details are not subject to restriction on disclosure, for example through legal privilege, data protection law or material relating to a criminal investigation). Appendix 2 sets this out and will hopefully give us a basis to discuss the matter further.



[As discussed during our conversation on [date¹], I would like to discuss these matters with you at a meeting on:
[enter date, time and location].

Meeting Purpose

The purpose of the meeting is to establish facts and to give you an opportunity to identify and answer any issues that have been identified. Post Office will use the content of this meeting, along with other areas of review, in determining next steps [and this may include a decision to terminate your Agreement – use only if at a point termination of the Agreement is being considered]. With this in mind this is also an opportunity for you to raise any material issues that you need me to be aware of as well as the impact any decision by Post Office may have on you. I will then take the contents of the discussion into account in making a decision as to what will happen next.

Meeting Attendees

I will be attending this meeting [with Name and role – if more than one POL attendee].

If you wish to bring someone with you to the meeting, please let me know in advance their name(s) and role as this may affect who will need to attend for the meeting on behalf of Post Office Ltd. If not already done so, you may, if you wish, contact your NFSP representative to support you through the process and attend the meeting with you. During this meeting the NFSP representative may talk on your behalf. The NFSP can be contacted on **GRO**
GRO. Alternatively, you may wish to arrange legal representation or other support who again may talk on your behalf.

If you choose to attend the meeting, it will be recorded in order that an accurate record of the discussion can be made. A copy of this recording will be provided to you after the meeting.

¹ If the date, time and location have been agreed already in the telephone call you could change this here to "I understand from our telephone call that [enter date, time and location] would be convenient for you"



Alternatively, you may wish to submit a written response providing input on the matters outlined in this letter. Again, I will take the content of this submission into account when making a decision as to what will happen next. [This may include a decision to terminate your Agreement - use only if at a point termination of the Agreement is being considered]

Please can you confirm whether you will attend the meeting or submit a written response by signing the enclosed duplicate of this letter, and return it to me, at the address on this letter, by no later than [XX days from the date of letter].

The opportunity to attend a meeting or to provide a written response does not affect Post Office Ltd.'s rights and remedies under the Agreement or otherwise, and all such rights are reserved. I am mindful the impact that this process may have so I remind you that Post Office offers wellbeing support helpline, either by phone [GRO] or at <http://postmaster.workplacewellbeing.com>. In addition to this support is also available through the NFSP.

In the meantime, if you have any queries, please do not hesitate to contact me on the phone number below.

Yours sincerely,

Name
Contracts Advisor,
Post Office Limited.
Telephone & email



Complaints or Concerns

If you have a complaint in the way this matter is being handled you can telephone the Branch Support Centre on for your concerns to be escalated to the Complaint Handling team.

Alternatively, should you wish to report any concerns in confidence you can do so via the Speak Up service by calling or via a secure on-line web portal:

<http://speakup.postoffice.co.uk/>





Appendix 1

[Provide an overview of the information that has come to light as part of the review work, providing sufficient narrative to enable the *Postmaster* to be prepared to discuss matters at the meeting.]



Appendix 2²

This table sets out the information reviewed and I have enclosed any relevant documents with this letter, If there is anything you feel that has not been supplied please contact me.

Onboarding Application Review – relevant details	A review of the application
Details of Onboarding training e-learning classroom onsite (including first balance)	A review of training and support provided
Details of early days support	A review of training and support provided
Details of formal training intervention	A review of training and support provided
Details of any branch visits	A review of any branch visits
Call logs	A twelve-month review of inbound and outbound branch support call logs for anything relevant to the matter has been undertaken with the following findings
Relevant supporting branch transaction data	A review of cash declarations and trading statement details
Branch Performance History	Any record of communications or logs with the branch concerning operational compliance.
Information provided at the Branch Assurance Visit	A summary of what was discussed at the Branch Assurance Visit and reason for suspension:
Network Support & Resolution Team discrepancy review report	A summary of the report and any subsequent calls held to review the report:
Any other relevant information	Please detail.

² Note – this table is provided as an example however information shared is dependent on the matter being reviewed (and may include additional information not covered here)



To: CA Name
Contract Advisor
Post Office Limited

From [Operator's Name]
Post Office® [] branch
[Branch code]

Please complete and delete as appropriate:

*I acknowledge receipt of the invitation to attend a meeting and confirm that I will attend on [enter date, time and location] and will be accompanied by [please insert name and role].

Please indicate if you have any specific circumstances or special requirements which need to be considered for the meeting. If so please enclose details:

*I will be submitting a written response by [enter date of meeting]

*I acknowledge receipt of the invitation to attend a meeting or submit a written response but do not wish to take the opportunity to do either.

Signed.....

Operator Post Office® [Branch Name] branch

Date: