

Working Group for the Initial Complaint Review and Mediation Scheme

Key points and actions from the conference call at 1pm on 7 November 2013

Present:

Sir Anthony Hooper (**SAH**) Chair
Kay Linnell (**KL**)JFSA
Ron Warmington (**Ron W**) Second Sight
Andy Parsons (**AP**) Bond Dickinson
Angela Van Den Bogerd (**AVDB**) Post Office
Chris Aujard (**CA**) Post Office
Rodric Williams (**Rod W**) Post Office
Andy Holt (**AH**) Post Office
Belinda Crowe (**BC**) Post Office
Suzie McGregor (**SM**) Post Office

1. **New Applications.** The Working Group agreed new applications M017, 79, 80, 81 and 82 to be accepted onto the Scheme.
2. **Completed case questionnaires.** The Working Group approved that case questionnaires for applications M015 and 48 to proceed to the next stage.
3. **Matters arising from existing applications.**
 - a. M04 – AVDB has a further week to investigate and will report back next week.
 - b. M023 – still awaiting applicant's response about withdrawing application.
 - c. M073 – Legal action proceeding. Post Office will not oppose adjournment
Action: AP to ensure applicant and his legal representatives are aware.
4. **Cases to be discussed at next full meeting on 22 November.** The Working Group agreed that applications M016, 25 and 47 should be discussed at next full meeting.
*Actions: AP to finalise and issue letter to M025 following RW's suggestions
BC to put applications on agenda for 22 November.*