

Working Group for the Initial Complaint Review and Mediation Scheme

Key points and actions from the conference call at 1pm on 28 November 2013

Present:

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

1. **New Applications.** The Working Group agreed:
 - a. New application M146 be accepted onto the Scheme.
 - b. Due to the provision of further information application M089 now be accepted onto the Scheme.
 - c. Due to the conclusion of the live investigation application M110 now be accepted onto the Scheme.
 - d. Applications M144, M145 and M147 be sent SL03 letters.
2. **Completed case questionnaires.** The Working Group approved that case questionnaires for applications M003, M019, M035, M054 and M062 to proceed to the next stage.
3. **Matters arising from existing applications.**
 - a. Applications M099, M111, M123 and M124 are not eligible for the Scheme as the applications were not made by sub-postmasters.

Action: AP to draft a letter to the applicants.
 - b. M016 – following Post Office's internal investigation, the applicant is satisfied with the outcome and wishes to withdraw from the Scheme.

Action: AVDB and Ron W to write separately to the applicant to confirm withdrawal from the Scheme.
 - c. M102 and M134 are subject to live investigations. Post Office will not oppose adjournment.
4. **Relations with Media.** The Working Group agreed the wording for the draft press release. A copy of the final form will be circulated for the Group for final approval.

5. Next Meeting.

- a. The next meeting will take place on 3 January 2013; and
- b. The Working Group calls will continue on Thursday each week but may be cancelled if not required.