

## **Working Group for the Initial Complaint Review and Case Mediation Scheme**

### **Key points and actions from the conference call at 1pm on 19 December 2013**

#### **Attendees**

Sir Anthony Hooper  
Alan Bates (JFSA)  
Kay Linnell (JFSA)  
Ian Henderson (Second Sight)  
Ron Warmington (Second Sight)  
Chris Aujard (Post Office)  
Belinda Crowe (Post Office)  
Angela Van Den Bogerd (Post Office)  
Suzie MacGregor (Post Office)  
Andy Parsons (Bond Dickinson)  
Claire Parmenter (Bond Dickinson)

#### **Agenda**

1. New / late applications
2. Status of current applications that have not yet been accepted
3. Status of accepted applications awaiting a Case Questionnaire Response
4. New Case Questionnaire Responses
5. Post Office / Second Sight investigation progress
6. Any other queries raised by Applicants / Advisors
7. Issues with resourcing / timings
8. AOB

**Thursday 19<sup>th</sup> December, 13:00 – 14:00**

1. New / late applications

No new applications have been received.

2. Status of current applications that have not yet been accepted

Case No.	Status	Working Group decisions & actions
M047	SL02 was sent to the applicant on 30 <sup>th</sup> Oct. No response received from the SPMR.	Second Sight confirmed a letter was not sent to the applicant on 05/12.  RW to send the letter by Special delivery today and give the applicant 3 weeks to respond. The letter should note that in the absence of a response from the applicant, the Working Group has the right to reject the case.
M085	Further requested information has been received and is now recommended for acceptance. It was noted that the application may be difficult to investigate.	It was agreed this case should be accepted onto the Scheme
M103	Further information has been received from the applicant. It was noted that the application may be difficult to investigate.	It was agreed this case should be accepted onto the Scheme

3. Status of accepted applications awaiting a Case Questionnaire Response

Nothing to report.

4. New Case Questionnaire Responses

Case No.	Status	Working Group decisions & actions
M011	Recommend acceptance	It was agreed this case should be accepted onto the Scheme
M031	Recommend acceptance	It was agreed this case should be accepted onto the Scheme
M076	Recommend acceptance	It was agreed this case should be accepted onto the Scheme
M138	A partially completed submission has been received, the applicant is seeking assistance from an advisor in the New Year.	No action required.

--	--	--

## 5. Post Office / Second Sight investigation progress

Case No.	Status	Working Group decisions & actions
M001	PO advised Working Group on 12 <sup>th</sup> Dec that anticipated submission date to Second Sight is 20 <sup>th</sup> Dec 2013. PO is on track to meet this date.	No action required.
M004	Call logs received. Awaiting answers to a couple of questions raised. Report will be updated in view of further findings.	PO to provide update to Working Group by 03/01
M015	PO advised Working Group on 12 <sup>th</sup> Dec that anticipated submission date to Second Sight is 20 <sup>th</sup> Dec 2013. PO is on track to meet this date.	No action required
M016	Second Sight issued a letter to the SPMR on 03/12 stating the case is closed. No response received from the SPMR	AP to draft letter for Second Sight to issue to SPMR - if no response is received we will assume the case is closed.
M022	Still under PO investigation. Exceeded due date 28/11.	Extension agreed. Provide update to Working Group by 03/01
M028	PO advised Working Group on 12 <sup>th</sup> Dec that anticipated submission date to Second Sight is 20 <sup>th</sup> Dec 2013. PO's investigation report is overdue. The report has been written and is going through final checks but an extension is needed until 3 Jan 2014.	Further extension agreed. Complete by or provide update by 03/01
M030	PO advised Working Group on 12 <sup>th</sup> Dec that anticipated submission date to Second Sight is 03/01/2014. Extension required as awaiting ARQ data. Anticipated submission to Working Group on 03/01	Further extension agreed. Complete by or provide update by 03/01
M032	Case Questionnaire submitted 28/10/13 is not in a good standard. Deadline for resubmission by applicant has passed. A letter chasing for resubmission was not issued to the SPMR.	Second Sight to clarify whether a letter was issued and update Working Group on 03/01
M037	POL investigation case. Investigation almost concluded.	PO to provide update to Working Group by 03/01
M048	PO advised Working Group on 12 <sup>th</sup> Dec that anticipated submission date to Second Sight is 03/01/2014. Further extension required as awaiting ARQ data.	Further extension agreed. Complete by or provide update by 03/01
M094	Report compiled as far as possible without input from SPMR; extension required to meet with SPMR.	Further extension agreed. Complete by or provide update by 03/01
M112	SL02 letter sent 26/11/13. The applicant has not provided the further information	It was agreed that Second Sight will write to the applicant and request a response within

	requested.	3 weeks otherwise the Working Group will be minded to reject the application.
M114	Case has been looked at and feel that this could be better going through the mediation route	Extension agreed. Provide update to Working Group by 03/01
M117	Internal investigation completed. Discussion with SPMR has taken place and the SPMR is happy with the outcome and wishes to withdraw from the Scheme.	1. POL to issue letter to SPMR on the position of the case 2. Second Sight to issue letter to SPMR to confirm their withdrawal from the Scheme
M125	Internal investigation completed. Discussion with SPMR has taken place and the SPMR is happy with the outcome and wishes to withdraw from the Scheme.	1. POL to issue letter to SPMR on the position of the case 2. Second Sight to issue letter to SPMR to confirm their withdrawal from the Scheme
M126	POL internal investigation	AVDB to get an update and circulate by/on 03/01
M136	SPMR due to call back 20/12/13, with view to visit early as possible in Jan 2014	PO to provide update to Working Group by 16/01

It was agreed that for any applications where information or a response has been requested, Second Sight should write to the applicant requesting a response within 3 weeks failing which the Working Group will be minded to reject the application.

#### 6. Any other queries raised by Applicants / Advisors

N/A

#### 7. Issues with resourcing / timings

- Second Sight are concerned working with draft PO investigation reports will cause re-work for them. AVDB confirmed the 2 PO case responses provided to Second Sight are final reports.
- Second Sight need additional resource to manage the upcoming workload. Second Sight to provide a CV to CA for consideration.

#### 8. AOB

- All CWU queries should be forwarded directly to AVDB
- Information on the 5 criminal cases that are subject to on-going investigation (MO25, M102, M134, M141 and M146) will be passed onto AH in early January to ensure PO are progressing them in good faith. WG agreed that the information passed to AH would not be passed on to the WG and that the WG would not ask AH about the detail of the cases. AP to put these terms in writing to AH. AP to confirm whether AH has access to the wider case files if needed.
- Outstanding actions: i) draft letters to all applicants that all correspondence should be issued to PO (not second Sight) ii) drafting DP letters iii) draft rules for data protection, are all underway

- Second Sight will use their own report format but will append the Case Questionnaire Responses and PO reports to their own reports.
- If following submission of a Case Questionnaire Response further information is required, Second Sight can request this from the SPMR/Professional advisor.

The next Working Group is on Friday 3<sup>rd</sup> January 2014, 11.30 at Bond Dickinson offices.