

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

### **Standing Agenda for Thursday Calls**

#### **Attendees**

Sir Anthony Hooper  
Alan Bates (JFSA)  
Kay Linnell (JFSA)  
Ian Henderson (Second Sight)  
Ron Warmington (Second Sight)  
Belinda Crowe (Post Office)  
David Oliver (Post Office)  
Caroline Culver (Post Office)  
Andy Parsons (Bond Dickinson)  
Claire Parmenter (Bond Dickinson)

#### **Agenda**

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

**Thursday 20 February, 13:00 – 14:00**

## 1. Status of current applications that have not yet been accepted

N/A

## 2. Status of accepted applications awaiting a Case Questionnaire Response

<b>Case No.</b>	<b>Status</b>	<b>Working Group decision/action</b>
	14 accepted applications onto Scheme but no CQR has been submitted at differing stages of reminders (funding agreements, advisor details etc.) POL to update Working Group 27 February.	POL to update Working Group 27 February
M064 M067 M135	No response received to reminder letters issued by POL on the 21 January giving applicants 2 weeks to respond. Royal Mail track and trace checked and all three letters were signed for by the Scheme applicants. Next steps to be agreed by Working Group.	M064 AB to discuss with applicant  M067 has now been received by Second Sight  M135 will be submitting their CQR today

## 3. New Case Questionnaire Responses

<b>Case No.</b>	<b>Status</b>	<b>Working Group decision/action</b>
M007	Additional documents submitted by Applicant; second time additional information has been sent in. Investigation complete. Report to be finalised 6 March	Extension to 6 March granted
M065	Investigation not yet complete. POL requesting extension to 27 February. Updated CQR submitted.	Extension to 27 February granted; POL to review how much extra time is required in light of new CQR submitted

## 4. Post Office / Second Sight investigation progress

<b>Case No.</b>	<b>Status</b>	<b>Working Group decision/action</b>
M002	Investigation and report finalised. Submitted to Second Sight 19 February	
M003	Investigation complete. POL report being finalised. Extension required to 27 Feb. Not first extension.	Extension to 27 February granted
M004	Meeting 20/01 Letter from POL sent to SPMR advising that confirmation required from	POL to confirm status and update the Working Group next week

Case No.	Status	Working Group decision/action
	SPMR so that case can be progressed to next stage of Scheme. POL chased Applicant on 07/02. Follow up letter to be sent to SPMR by Kath Alexander 21/02	
M006	Investigation almost complete. Extension required to 6 March (first extension).	Extension to 6 March granted
M011	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M017	Investigation complete. Finalising report. Extension required to 13 March (not first extension).	Extension to 13 March granted
M018	Investigation not yet complete as awaiting further information. Extension required to 27 February (first extension)	Extension to 27 February granted
M019	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M021	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M022	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M028	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M029	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M031	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M035	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M037	Letter received (on Huddle 18 February) from SPMR confirming that he wishes to progress to next stage of Scheme. Letter and CQR to be issued to SPMR.	POL to issue SL01 pack to applicant
M040	Investigation on-going. Extension required to 20 March (first extension)	Extension required to 20 March granted

Case No.	Status	Working Group decision/action
M042	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M045	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M046	Investigation on-going. Extension required to 20 March (first extension)	Extension to 20 March granted
M048	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M052	Investigation complete. Finalising report. Extension required to 27 February (not first extension).	Extension to 27 February granted
M053	Investigation complete. Finalising report. Extension required to 27 February (first extension)	Extension to 27 February granted
M054	Investigation complete. Finalising report. Extension required to 27 February (first extension)	Extension to 27 February granted
M057	Investigation complete. Finalising report. Extension required to 13 March (first extension)	Extension to 13 March granted
M058	Investigation not yet complete as awaiting further information. Extension required to 27 February (not first extension)	Extension to 27 February granted
M066	Investigation complete. Finalising report. Extension required to 27 February (not first extension)	Extension to 27 February granted
M072	Investigation almost complete. Extension required to 13 March (first extension)	Extension to 13 March granted
M076	Investigation complete. Finalising report. Extension required to 27 February (not first extension)	Extension to 27 February granted
M079	Investigation complete. Finalising report. Extension required to 27 February (not first extension)	Extension to 27 February granted
M107	Investigation complete. Finalising report. Extension required to 6 March (first extension)	Extension to 6 March granted
M126	POL has completed internal investigation. Letter sent to SPMR w/c 10 February setting out findings. SPMR wishes to continue	POL to issue SL01 pack to applicant

Case No.	Status	Working Group decision/action
	progressing case in the Scheme. Letter and CQR to be issued to SPMR	
M127	Investigation not yet complete as awaiting further information. Extension required to 27 February (not first extension).	Extension to 27 February granted
M142	Visited SPMR 30/01. Received additional information from SPMR and awaiting POL data to review. Will need to present findings to SPMR. Will advise WG 27 February on expected completion date for investigation	POL to advise Working Group on 27 February on expected completion date for investigation

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

- Some Professional Advisors have raised concerns about the timescales & fees set by the Working Group; they have indicated that they will be putting their concerns in writing to AH (although no letter has been received to date). Howe & Co have not requested an extension, but 6 applications are now overdue (with several others nearing the due date). BC to draft a letter on behalf of the Working Group to all Professional Advisors to explain the process for requesting an extension setting out that they should disclose reasons why an extension is required before the deadline has passed. Letter to be sent under AH's signature.
- Second Sight raised a concern about the adequacy of reports received from Howe & Co and others (variations in quality and style)
- It was agreed the remit of the Professional Advisor is to present the case, not to investigate the case. Professional Advisor representing case M087 is misinterpreting the nature of their role. BC to draft a letter on behalf of the Working Group to this Professional Advisor to clarify their role; letter to be sent under AH's signature.

#### 6. Issues with resourcing / timings

N/A

#### 7. Late cases note

- BC to draft a letter on behalf of the Working Group (AH to sign-off) to the 3 Subpostmasters requesting further information to support their reasons for wanting to join the Scheme after the deadline for applications has passed. The Subpostmasters should respond with their supporting documents that were sent to the wrong solicitors.
- To be discussed at the face-to-face Working Group meeting on 7 March.

#### 8. AOB

- Second Sight reports are due on 27 February. Second Sight reported they may not have more than two individual reports. The generic report is unlikely to be ready on time