

Working Group
Initial Complaint Review and Mediation Scheme

Mr Adrian Bailey MP
Chairman, Business, Innovation and
Skills Select Committee
By email only

148 Old Street
LONDON
EC1V 9HQ
Tel: **GRO**
Email: **GRO**

30th January 2015

Dear Mr Bailey

I am writing to you in advance of the Business, Innovation and Skills Select Committee inquiry into the Initial Complaint Review and Mediation Scheme. I am the independent Chairman of the Working Group that oversees the Scheme.

Prior to the debate in Westminster Hall on 17 December 2014, I wrote to Jo Swinson MP, Minister for Employment, Consumer Affairs and Equalities to provide a general update on progress with the Scheme. My letter was referred to in the debate and the Minister placed a copy in the library of the House. I enclose a copy for ease of reference.

Since then, the Working Group has continued to consider cases in the Scheme and in order to assist your Committee's inquiry, I attach an updated version of the table I provided to the Minister on the progress of cases at appendix 1.

I hope that this information is helpful to you and the Committee.

Yours sincerely,

GRO

Sir Anthony Hooper
Chair of the Working Group

Cc Jo Swinson MP, Minister for Employment, Consumer Affairs and Equalities

Appendix 1

Case progress as at 30 January 2015

Applications to the Scheme	150
Applications rejected (ineligible)	4
Cases resolved prior to entry into the Scheme	10
Cases resolved during investigation	2
Cases awaiting Working Group recommendation	24
Cases recommended for mediation by the Working Group	41
Cases not recommended for mediation by the Working Group	2
Cases mediated	10
Cases where Post Office declined to mediate following decision by Working Group on the Chairman's casting vote that case suitable for mediation	5
Cases resolved prior to the mediation meeting	3
Cases with CEDR* awaiting mediation	15
Cases remaining in the Scheme	87

*Centre for Effective Dispute Resolution – the external mediation provider