

**From:** Belinda Crowe[imceaex-  
 \_o=mms\_ou=exchange+20administrative+20group+20+28fydibohf23spdlt+29\_cn=recipients\_cn  
 =belinda+20crowe79b93f11-569f-4526-a078-f5b4958a8917220@c72a47.ingest.local]  
**Sent:** Thur 18/12/2014 5:39:31 PM (UTC)  
**To:** Jane Hill [REDACTED] **GRO** [REDACTED]; Mark R Davies [REDACTED] **GRO** [REDACTED]  
**Cc:** Angela Van-Den-Bogerd [REDACTED] **GRO** [REDACTED]; Tom Wechsler [REDACTED] **GRO** [REDACTED]  
**Subject:** RE: PO Mediation Service

Thanks Jane

Please let us know what he comes back with and we will take on from here. Angela will investigate as part of her BAU process.

Best wishes

Belinda

**Belinda Crowe**  
 148 Old Street, LONDON, EC1V 9HQ

**GRO** [REDACTED] Postline [REDACTED] **GRO** [REDACTED]

**GRO** [REDACTED]

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**From:** Jane Hill  
**Sent:** 18 December 2014 13:49  
**To:** Mark R Davies  
**Cc:** Belinda Crowe  
**Subject:** FW: PO Mediation Service

Gerry Sutcliffe yesterday

Jane Hill | Head of Public Affairs

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1<sup>st</sup> Floor, Banner Wing, 148 Old Street, London, EC1V 9HQ

**GRO** [REDACTED] Mobex [REDACTED] **GRO** [REDACTED]  
**GRO** [REDACTED]




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**From:** SWALES, Michael [REDACTED] **GRO** [REDACTED] **On Behalf Of** SUTCLIFFE, Gerry  
**Sent:** 18 December 2014 11:34  
**To:** Jane Hill  
**Subject:** RE: PO Mediation Service

Dear Jane

Thank you very much for your response. I will check with Gerry's constituent to see if she is happy for him to pass on her details.

Kind regards

**Mick Swales**  
**Office of Gerry Sutcliffe MP**

 tel: GRO  fax: GRO  
 address: Glyde House, Glydegate, Bradford, BD5 0BQ

[www.gerrysutcliffe.org.uk](http://www.gerrysutcliffe.org.uk)

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**From:** Jane Hill GRO  
**Sent:** 17 December 2014 16:40  
**To:** SUTCLIFFE, Gerry  
**Subject:** RE: PO Mediation Service

Dear Gerry

Thank you for your email about your constituent who alleges she was a victim of the Horizon system. I thought it would be helpful to set out the background to this issue.

In 2012 Post Office appointed external investigators – forensic accountants Second Sight – to examine allegations about the integrity of the computer system raised by some postmasters. The allegations included that some postmasters had been wrongly accused of theft, fraud and false accounting.

This independent review found no evidence of system-wide problems with Horizon and this fact remains despite further investigation of individual cases.

The review findings were published in a report in July 2013. The Complaint Review and Mediation Scheme was one of a number of commitments Post Office announced in response to the report, as an avenue for postmasters to put forward their concerns. The Scheme was designed jointly with Second Sight and the Justice for Subpostmasters Alliance, who represent some of the postmasters and is led by a former postmaster. The Scheme's working group is chaired by a former Court of Appeal judge, Sir Tony Hooper. Post Office, JFSA and Second Sight are all represented.

Both Post Office and the JFSA advertised the Scheme to postmasters – and employees – over several months in 2013.

The Scheme is now closed to new applicants. However, an ex-sub postmaster, who did not hear about the scheme at the time it was advertised, and would like their case investigated, can raise any concerns direct

with Post Office at any time. If your constituent is happy for you to do so, do forward me their details and we can make some enquiries about the case.

I hope this is helpful. Please do not hesitate to let me know if I can provide any further information.

Kind regards

Jane

Jane Hill | Head of Public Affairs

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1<sup>st</sup> Floor, Banner Wing, 148 Old Street, London, EC1V 9HQ

**GRO** **Mobex** **GRO**  
**GRO**



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**From:** SUTCLIFFE, Gerry **GRO**  
**Sent:** 17 December 2014 11:45  
**To:** Jane Hill  
**Subject:** PO Mediation Service

Dear Jane

I have been contacted by a constituent who is a former sub-postmistress. She alleges that she was the victim of mistakes made by the Horizon IT system, which resulted in her having to wrongly repay over £17,000 to the Post Office.

I know there has been a lot of media coverage about this issue over the last few weeks, and there is a debate on the Mediation Service in Westminster Hall later today.

I would be grateful if you could outline for me what the process is for my constituent to make an application to the Mediation Service to look at her specific case.

Kind Regards

**Gerry Sutcliffe MP**  
Bradford South constituency

Gumption Centre, Glydegate,  
Bradford, BD5 0BQ

**GRO**  
**t** **f** **e**  
**w** [www.gerrysutcliffe.org.uk](http://www.gerrysutcliffe.org.uk)

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