

Received 8 May (LL)

Mr J Withers

**GRO**

7 May 2015

Ref : M069

Dear Mr Wechsler,

Thankyou for your letter dated 29<sup>th</sup> April. I have also received a letter from Angela Van Den Bogerd dated the 27<sup>th</sup> April, which I have enclosed a copy of and which you are probably aware.

After reading this letter, I wonder if it is worth attending mediation given the tone of this letter. It appears that the Post Office has no intention of settling anything and have totally dismissed the second sight report as a work of fiction. I cannot see that any sensible solution can be sought given the attitude of the Post Office, in that the last paragraph includes a sentence that gives the sense that they would like me to not to proceed.

I would appreciate it if you could tell me the point of mediation if the PO is not prepared to accept their failings in the past

Yours sincerely

**GRO**

J Withers



Post Office Limited  
Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ  
GRO

Mr James Withers

**GRO**

27<sup>th</sup> April 2015

Case ref: M069

Dear Mr Withers

**Complaint Review and Mediation Scheme (the Scheme)**

You will have received a letter from the Scheme Secretariat confirming that the Post Office has agreed to mediate your case.

The Post Office looks forward to trying to resolve your complaint at that mediation. However, we feel it is important to let you know that, following our thorough investigation and having considered Second Sight's findings carefully, the Post Office remains confident that neither Horizon, nor failings in our operational practices, is responsible for the issues you have raised in your complaint.

As a result, and in the interests of transparency, we do not foresee a financial settlement forming the basis of a resolution to your complaint. Nevertheless, we will, of course, do all we reasonably can to make the mediation a success. If, however, you decide that in the circumstances you no longer wish to proceed with the mediation, I would be grateful if you could let CEDR know.

Yours sincerely

**Angela Van-Den-Bogerd**

**Angela Van Den Bogerd**

Head of Partnerships

Post Office

angela.van-den-bogerd

**GRO**