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Baroness Neville-Rolfe DBE CMG
Department for Business Innovation & Skills
1 Victoria Street
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1st October 2015

Dear Baron,

Thank you for your letter of 10th September 2015.

Having had my first 2 days of induction to the Post Office just last week, I am considering how to fulfil the commitment I gave you to take a fresh look at the Post Office's handling of the complaints raised with it in connection with its Horizon electronic point of sale and accounting system.

To this end, and to promote the independence of the exercise, I propose to instruct a QC to advise me as to the appropriate scope of my investigation, how I might best conduct the necessary enquiries, and to assist me in considering both how to present and, as necessary, act on my findings.

I expect to finalise the appointment shortly and will be in a position to share the scope and timetable with you soon after my return from leave on 12th October 2015.

Yours sincerely

Tim Parker

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Chairman

GRO