



Post Office Limited  
148 Old Street  
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Confidential

**The Rt Hon Sir Greg Knight MP**  
**House of Commons**  
**London**  
**SW1A 0AA**

**15<sup>th</sup> December 2014**

Ref: M001

Dear Sir Greg

Thank you for your letter of 14 November to Paula Vennelis about the Initial Complaint Review and Mediation Scheme and your constituent, Mr Lee Castleton.

I would like to clarify that Post Office has never indicated that it would be willing to mediate in all cases where Second Sight recommended mediation. I can also confirm that Post Office has had no direct contact with Mr Castleton since he entered the Scheme either about mediation or any other matter.

However, the Scheme is overseen by a Working Group with an independent Chair, Sir Anthony Hooper, and comprises Justice for Subpostmaster Alliance (JFSA) Post Office and Second Sight. I have therefore passed your letter to Sir Anthony Hooper who may wish to respond.

Yours faithfully

A rectangular box with a dashed border containing the letters "GRO" in a large, bold, sans-serif font.

**Angela Van Den Bogerd**

Head of Partnerships  
Post Office Limited

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