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The Rt Hon James Arbuthnot MP
House of Commons
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2 July 2014

Dear James

Further to my letter of June 12 about providing MPs with an update on the progress of the Mediation Scheme, I have consulted with the Chair of the Working Group. As we all agree, it would not be appropriate to release confidential information relating to individual cases, but I attach at Annex A an update about progress of the Scheme, agreed by Sir Anthony, which could be circulated to MPs.

The focus is very much on enabling cases to move through the process as quickly as possible, whilst maintaining a thorough, fair and consistent approach. We would therefore be unable to give more information in a meeting with MPs than the overview of the Scheme's progress provided below.

I hope this is helpful.

Yours sincerely

GRO

Paula Vennells
Chief Executive

Annex A

Scheme Update (as provided by Sir Anthony Hooper, Chair of the Initial Complaints Review and Mediation Scheme)

In total, 150 applications have been made to the Scheme. Of those, 4 were rejected as ineligible under the terms of the Scheme.

As of the 24th June:

- 11 cases have been resolved prior to mediation
- Post Office has completed 30 investigations
- The Working Group is awaiting 29 Case Questionnaire Responses from applicants or their advisers
- Second Sight have completed 8 case reviews
- 2 cases have been passed to CEDR, the independent mediators for the Scheme, to arrange mediation.

There have unfortunately been delays in the progress of the Scheme. It has taken longer than anticipated to retrieve the information required to investigate the cases.

In addition, the Working Group has had to give applicants more opportunity than originally anticipated to clarify their Case Questionnaire Responses and to comment upon Post Office and Second Sight reports. This has the advantage that if a case reaches the mediation stage it should require little further input from applicants.

Each week the Working Group discusses the progress of the Scheme and tries to ensure as speedy a resolution as possible.