

**Working Group for the Initial Complaint Review and Case Mediation Scheme**

**Standing Agenda for Thursday Calls**

**Attendees**

Sir Anthony Hooper  
Alan Bates (JFSA)  
Ian Henderson (Second Sight)  
Ron Warmington (Second Sight)  
Chris Aujard (Post Office)  
Belinda Crowe (Post Office)  
Angela Van Den Bogerd (Post Office)  
Claire Parmenter (Bond Dickinson)  
David Oliver (Post Office)

**Apologies**

Kay Linnell (JFSA)  
Andy Parsons (Bond Dickinson)

**Agenda**

1. Status of current applications that have not yet been accepted
2. Status of accepted applications awaiting a Case Questionnaire Response
3. New Case Questionnaire Responses
4. Post Office / Second Sight investigation progress
5. Any other queries raised by Applicants / Advisors
6. Issues with resourcing / timings
7. Review outstanding actions
8. AOB

**Thursday 6<sup>th</sup> February, 13:00 – 14:00**

1. Status of current applications that have not yet been accepted

Case No.	Status	Working Group decisions /actions
M102	Criminal case where PO not proceeding – SL01 letter issued yesterday	Case tracker to be updated to reflect that the SL01 letter was issued on 5 February

- WG to review in 2 weeks-time on late applications raised by AB. AB to upload to Huddle the applications, details of what has happened on these cases including why the Solicitors failed to submit any papers on time

2. Status of accepted applications awaiting a Case Questionnaire Response

Case No.	Status	Working Group decisions /actions
M091	Professional Advisor has requested an extension to 4 March.	BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension is granted but it is unlikely that any further extensions will be granted.
M115	Professional Advisor has requested an extension to 4 March	BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension is granted but it is unlikely that any further extensions will be granted.
M063	Professional Advisor has requested an extension to 4 March	BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension is granted but it is unlikely that any further extensions will be granted.
M133	Professional Advisor has requested an extension for an unspecified period.	BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension request was submitted after the deadline and we do not give unlimited extensions. We are prepared to give an extension for 2 weeks but it is unlikely that any further extensions will be allowed.
M143	Professional Advisor has requested an extension for an unspecified period.	BC to write a letter to the Professional Advisor cc'ing the Applicant to specify that the extension request was submitted after the deadline and we do not give unlimited extensions. We are

		prepared to give an extension for 2 weeks but it is unlikely that any further extensions will be allowed.
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- In future Second Sight should forward all requests for extensions to BC; BC authorised to grant 2 week extensions on a discretionary basis without reference to the Working Group. NB: this should not be advertised with Professional Advisors that there is discretion to extend.
- BC to refer all other requests for extensions to the Working Group.

### 3. New Case Questionnaire Responses

- The Working Group agreed that Second Sight should read all CQRs as soon as they arrive. If there are supplementary questions that need to be asked on the CQR then Second Sight should ask the Applicant/Advisor those questions immediately allowing them 7 days to respond. Second Sight should notify BC when CQRs are submitted and when they have requested supplementary information from the Applicant/Advisor to avoid BC chasing late CQR submissions. The CQRs will only be put to the Working Group when Second Sight consider they are final.
- New column to be included in the Case Tracker to reflect this process

Case No.	Status	Working Group decisions /actions
M007	Further submission submitted as a result of a Second Sight query to the Applicant/Advisor	Post Office to report whether extra investigatory time required and report to Working Group on 20 February
M032	Appears the applicant has prepared the CQR and the Advisor has submitted it as-is. Very little information provided therefore will be difficult to investigate. Post Office suggests it is accepted onto The Scheme.	CQR accepted. Post Office to investigate and obtain previously requested call logs. Working Group approved 6 weeks' timescale for this report.
M038	Second Sight need to ask additional questions.	WG not accepting CQR at this stage. Second Sight to resubmit by 20 February.
M065	Further submission submitted as a result of a Second Sight query	Post Office to report whether extra investigatory time required and report to Working Group on 20 February

### 4. Post Office / Second Sight investigation progress

Case No.	Status	Working Group decisions /actions
M002	Investigation complete. POL report being finalised.	N/A
M003	Investigation complete. POL report being finalised. Request extension from 6th Feb to 20th Feb. Not first extension	Extension granted.

Case No.	Status	Working Group decisions /actions
M011	Investigation complete. POL report being finalised.	N/A
M017	Investigation complete. POL report being finalised. Extension required to 20 <sup>th</sup> Feb	Extension granted.
M019	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension.	Extension granted.
M021	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb	Extension granted.
M022	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension.	Extension granted.
M028	Investigation complete. POL report being finalised.	N/A
M029	Investigation complete. POL report being finalised.	N/A
M030	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension.	Extension granted.
M031	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension.	Extension granted.
M035	Investigation complete. POL report being finalised.	N/A
M039	Still awaiting info to complete investigation. Extension required from 6th Feb to 27th Feb.	Extension granted.
M048	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension	Extension granted.
M051	Extension required from 13th Feb to 5th March	Extension granted.
M054	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension.	Extension granted.
M062	Investigation complete. POL report being finalised. Extension required from 6th Feb until 20th Feb. Not first extension.	Extension granted.
M076	Investigation complete. POL report being finalised. Extension required from 6th Feb to 13th Feb. Not first extension.	Extension granted.
M127	POL requested to provide an update to WG 6th	Extension granted.

Case No.	Status	Working Group decisions /actions
	Feb – extension required to 13th Feb. Not first extension.	

5. Any other queries raised by Applicants / Advisors

Case No.	Query	Working Group decisions /actions
	4 invoices received from Aver for £1,500 + travel expenses; travel expenses are not authorised except for mediation. BC in process of drafting a letter to Aver to clarify that they are not entitled to travel expenses.	Working Group agreed travel expenses are not included. BC to write to Aver confirming this using the same formulation as the Working Group agreed for Howe & Co.

6. Issues with resourcing / timings

Case No.	Issue	Working Group decisions /actions
M087	Professional Advisor (not on Post Office's approved list) wants training and to be taken through the Horizon processes with one of the area managers.	Post Office to issue letter to Professional Advisor confirming the Working Group is not minded to provide training. The original application submitted was detailed and accompanied by a large amount of supporting documents; Advisor to specify areas they are seeking clarification on.

7. Review of outstanding actions

- Actions to be picked up as part of the next face-to-face Working Group on 7 March

Ref. No.	Action	Update	Action Owner
28	Post Office to reinforce the point that files not to be destroyed – Note to issue in Chris Aujard's name – including letter to Royal Mail and other relevant bodies.	Correspondence issued to Royal Mail and from Royal Mail to Iron Mountain	JS/CA
34	Re: Data Protection AP to discuss AB's letter after meeting.	Data protection letters have been issued to AH and AB and uploaded onto Huddle with InfoSec rules	AP

8. AOB

- The Working Group agreed to consider all cases where no response has been received to SL01 and reminder letters on 20 February; in the meantime BC to ensure all channels of communication have been exhausted
- Next Working Group call on 13 February cancelled
- CA not available for the Working Group call on 20 February