

## Initial Complaints Review & Case Mediation Scheme Programme Board

Date: Wednesday 12 February 2014

Time: 12:00 – 13:00

Place: Room 505, 148 Old street

### Attendees:

Name	Abbrev.	Job Title
Chris Aujard	CA	General Counsel (Chair)
Fay Healey	FH	Programme Board Non-Executive
Belinda Crowe	BC	Initial Complaints Review & Case Mediation Scheme, Programme Director
Angela Van Den Bogerd	AVDB	Head of Partnerships
Sophie Bialaszewski	SB	Initial Complaints Review & Case Mediation Scheme, Communications
Layla Wildon	LW	Regulatory Risk Business Partner
Jess Barker	JB	Initial Complaints Review & Case Mediation Scheme, Mediation Lead
Andy Parsons	AP	Senior Associate, Bond Dickinson
David Oliver	DO	Initial Complaints Review & Case Mediation Scheme, Programme Manager
Nicky Mai	NM	Initial Complaints Review & Case Mediation Scheme, PPM & Governance Lead

### Guests

Name	Abbrev.	Job Title
Ben Maddison	BM	Initial Complaints Review & Case Mediation Scheme, Independent Resolution of Future Cases Workstream Lead
Lorraine Finnie	LF	Finance

### Apologies

Name	Abbrev.	Job Title
Charles Colquhoun	CC	Finance
Rodric Williams	RW	Post Office, Legal
Andy Holt	AH	Business Solutions Manager C&IS
Mark Davies	MD	Communications Director

### Meeting Agenda:

1. Development of the Future Complaints Resolution Model
2. Performance Dashboard
3. Key Risks & Issues
4. Budget
5. AOB

**Minutes and actions from 12/02/14 Programme Board**

No.	Minutes/Action	Completion Date	Status	Action Owner
1	<p>A good discussion was had to help determine the scope and approach to developing the future complaints model.</p> <p>In general the Board was in agreement that the future model should deal with contractual breaches only and be the last resort after all internal processes have been exhausted. However the current process for dealing with contractual breaches can involve the suspension or termination of Subpostmasters (SPMRs) and DO challenged whether the future model would act as a safety net for SPMRs if it kicked-in after they had already been suspended/terminated. AVDB said the future model should act as a safety net for both the SPMRs and the business.</p> <p>Much consideration was given to how autonomous the future complaints system should be and the implications of having a fully independent model – less control, reputational risk, scope creep, governance requirements, and high operating costs. However it was agreed that there needed to be a feedback mechanism back into the business.</p> <p>The Board was asked to consider whether the future model should have an investigative capability. FH raised the question whether the new function should review or rehear cases. The latter would be more expensive. CA pointed out that we needed to look at the balance of power and independence in more detail.</p> <p>The Board was also asked to consider whether the future model should be taskable if sanctioned by ExCo. FH pointed out that accountability would need to be clear and the concern regarding scope creep was highlighted again.</p> <p><b>Action – AVDB to provide a view on how many transaction corrections the Post Office issues a year.</b></p>	14/02/14	Open	AVDB
2	The latest version of the performance dashboard was shared for information purposes.			
3	BC highlighted the concerns about Second Sight's role within the Scheme			
4	BC will be seeking the Board's approval for PA's proposal and for a case manager to manage the throughput of cases in the Scheme.			

No.	Minutes/Action	Completion Date	Status	Action Owner
5	<p>The Fact File will be issued to the Board next week for review.</p> <p>The Board was asked to review the Mediation Training pack. <b>Action: ALL to review the Mediation training pack and brief and provide comments to AP by COB Wednesday 19 February.</b></p>	19/02/14	Open	ALL

#### Summary of actions

No.	Action	Owner	Due Date
1	AVDB to provide a view on how many transaction corrections the Post Office issues a year.	AVDB	14/02/14
2	ALL to review the Mediation training pack and brief and provide comments to AP by COB Wednesday 19 February.	ALL	19/02/14