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**From:** Belinda Crowe[IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29  
\_CN=RECIPIENTS\_CN=BELINDA+20CROWE79B93F11-569F-4526-A078-  
F5B4958A8917220@C72A47.ingest.local]  
**Sent:** Mon 06/01/2014 10:12:18 AM (UTC)  
**To:** Alwen Lyons[GRO]  
**Cc:** Chris Aujard[GRO]; Belinda  
Crowe[GRO]  
**Subject:** FW: \_DOC\_27643963(6)\_DRAFT Settlement Policy - AB.DOCX  
**Attachment:** \_DOC\_27643963(6)\_DRAFT Settlement Policy - AB.DOCX

Hi Alwen

Per your email re Settlement Policy. Here it is, along with an email from Chris. I assume it should come from him as it was his action. I have

Reproduced it below as I have changed the date from the original as that date has now passed.

Best wishes  
Belinda

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#### Initial Complaints and Mediation Scheme – Settlement Policy

On 19 November we discussed the settlement policy and ExCo asked for it to be resubmitted to contain two new categories – “apology” and “no agreement but deeply regret any distress caused”. I have amended the policy accordingly. However, please note that if Post Office Limited has caused distress to a SPMR, then it must accept some fault which means the case probably falls into the bracket of warranting a settlement. If Post Office is not at fault, then we can only express regret for the distress suffered by the SPMR (even if we did not cause it). Therefore the term ‘suffered’ rather than ‘caused’ has been used in the redraft of the policy. The amendments have been highlighted for ease of reference and are on pages 10,11,12/13 and 21.

I would be grateful if you can confirm that the policy can now be signed off by 13 January.

Regards  
Chris

**Belinda Crowe**  
148 Old Street, LONDON, EC1V 9HQ

GRO Postline: GRO

GRO

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**From:** Belinda Crowe  
**Sent:** 09 December 2013 08:42  
**To:** Chris Aujard  
**Cc:** Alwen Lyons; Belinda Crowe; Rodric Williams  
**Subject:** \_DOC\_27643963(6)\_DRAFT Settlement Policy - AB.DOCX

Chris

On 19 November you took the Settlement Policy for the Initial Complaints and Mediation Scheme to ExCo and took away an action to 'Introduce two new categories into the settlement policy ("apology" and "no agreement but deeply regret any distress caused") and then resubmit for ExCo for final signoff.

We have amended the policy to reflect this.

However, what ExCo has suggested, if POL has caused distress to a SPMR, then it must accept some fault which means the case probably falls into the bracket of warranting a settlement. If POL is not at fault, then we can only express regret for the distress suffered by the SPMR (even if POL did not cause it). This is may be semantics, but I suggest we highlight the point.

If you are happy I will ask Alwen (copied) to send the policy to ExCo with the following.

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**Initial Complaints and Mediation Scheme – Settlement Policy**

On 19 November we discussed the settlement policy and ExCo asked for it to be resubmitted to contain two new categories – "apology" and "no agreement but deeply regret any distress caused". I have amended the policy accordingly. However, please note that if Post Office Limited has caused distress to a SPMR, then it must accept some fault which means the case probably falls into the bracket of warranting a settlement. If Post Office is not at fault, then we can only express regret for the distress suffered by the SPMR (even if we did not cause it). Therefore the term 'suffered' rather than 'caused' has been used in the redraft of the policy. The amendments have been highlighted for ease of reference and are on pages 10,11,12/13 and 21.

I would be grateful if you can confirm that the policy can now be signed off by 13 December.

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