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Sent: Fri 28/02/2014 6:04:18 PM (UTC)
To: christa.band [REDACTED] **GRO** [REDACTED]
Cc: Belinda Crowe [REDACTED] **GRO** [REDACTED]
Subject: Documents email two
Attachment: _DOC_27643963(6)_DRAFT Settlement Policy - AB.DOCX
Attachment: Second Sight Engagement Letter 29Jan (2).pdf
Attachment: Draft Working Group Terms of Reference.doc
Attachment: Second Sight comments on the Draft Engagement Letter.doc
Attachment: CaseReviewMediationPack (1).pdf

- Draft settlement policy
- Draft Engagement letter for Second Sight and their comments
- Draft Working Group Terms of Reference
- The initial Scheme documentation

David Oliver
Programme Manager
Initial Complaint and Mediation Scheme
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