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**Sent:** Fri 28/02/2014 6:04:18 PM (UTC)  
**To:** christa.band[REDACTED] GRO  
**Cc:** Belinda Crowe[REDACTED] GRO  
**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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