

4 September 2014

Priti Patel MP  
House of Commons  
London SW1A 0AA

Thank you for your letter of 28 August 2014 about your constituent Mr Graham Ward of [GRO]  
[REDACTED] GRO [REDACTED] and his case with the Post Office. I know he is not alone in finding the length of time that is being taken to investigate his case frustrating.

I am afraid there is nothing I can do to increase the pace of investigation. I too would like to see these cases resolved more swiftly than is currently happening. The investigators are being extremely diligent in gathering and then wading through a great deal of information in each of the 150 cases they are investigating and so I would counsel patience, not least as I remain convinced that this process offers Mr Ward the very best chance of seeing his complaint resolved.

I am glad you have written to the Chief Executive. Your letter will help her to see how very keen constituency MPs are to see this matter resolved, and it will have applied just the right pressure required to ensure she knows this is true in Mr Ward's case.