



HOUSE OF COMMONS

James Arbuthnot MP  
House of Commons  
London  
SW1A 0AA

Our Ref: SB/01140517  
Your Ref:

09 September 2014

Dear James

Re: Ms Ghazala Chishty. GRO

I have been contacted by my above named constituent regarding the loss of business she suffered due to Horizon software.

Ms Chishty used to run Bournbrook Post Office, 515 Bristol Road, Selly Oak, B29 6AU. My constituent spent £60,000 refurbishing the Post office around the time the Horizon software was introduced. I understand that there was a defect in the software which caused irreversible accounting errors leaving post office staff out of pocket. My constituent has told me that in 2001, she was accused of fraud because of an alleged discrepancy of £70,000, after investigation Ms Chishty was forced to pay £12,000 and the case was then dismissed. Ms Chishty was not aware of the review and mediation scheme and has told me that if she had known, she would have raised her case due to the significant financial loss she has suffered and the impact this has had on her health.

I understand that you led the Initial Case Review and Mediation scheme which closed in November 2013. Taking into account the points my constituent has raised I would be grateful if you could consider reviewing Ms Chishty's case. I would also appreciate any advice you could offer my constituent.

If you require any further information please contact my office on GRO  
GRO

I look forward to hearing from you.

Yours sincerely

**GRO**

Member of Parliament for Birmingham Selly Oak