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**GRO**

Rt Hon James Arbuthnot MP  
House of Commons  
London  
SW1A 0AA

14 January 2015

Dear Mr Arbuthnot

Thank you for your letter of 8 December 2014 to Paula Vennells about the Complaint Review and Mediation Scheme. I have been asked to reply.

Post Office has carefully considered the points that you raise and those that you made in the debate in Westminster Hall on 17 December. We are sorry of course that you have decided to withdraw your support for the Scheme. We remain firmly of the view that the Post Office has acted in good faith in relation to this issue. I attach a fact sheet about the Scheme which summarises our position.

During the course of the debate you raised the case of your constituent, Mrs Jo Hamilton. As you know, Post Office has always been willing to talk through, in confidence, individual cases with MPs and I understand my colleague Angela Van den Bogerd spent some time with you before the Scheme was established. Although you have withdrawn your personal support for the Scheme, I am writing to offer a further meeting with Post Office representatives. Mrs Hamilton's case is currently progressing through the Scheme and, provided we have her consent to do so, we would be happy to outline the Post Office's investigation of her case. Post Office is similarly willing to meet with you about the case of your other constituent in the Scheme if we have their consent to this.

I am sure you will understand that any discussions about individual cases would of course remain confidential. Confidentiality is a fundamental requirement of all mediations and is mandated by the independent external provider of mediation services to the Scheme, CEDR. Furthermore, the terms of the Scheme provide confidentiality to applicants to protect privacy and sensitive personal information. Post Office's responsibilities to all the applicants and the Scheme are unchanged by the fact that others have chosen to speak publicly.

Please let me know if you wish to meet and I will get in touch with your office to set that up.

Yours sincerely

**GRO**

**Mark Davies**  
Communications and Corporate Affairs Director

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