

Message

**From:** Mark Underwood1 [REDACTED] **GRO** [REDACTED]  
**on behalf of** Mark Underwood1 [REDACTED] **GRO** [REDACTED]  
**Sent:** 21/01/2016 11:31:23  
**To:** Jonathan Swift [REDACTED] **GRO** [REDACTED]; Christopher Knight [REDACTED] **GRO** [REDACTED]  
**CC:** Jane MacLeod [REDACTED] **GRO** [REDACTED]; Patrick Bourke [REDACTED] **GRO** [REDACTED]; Rodric Williams [REDACTED] **GRO** [REDACTED]  
**Subject:** Information to Inform this Afternoon's Call @ 13:30  
**Attachments:** 160121 Proposal for each Recommendation.docx

Dear Jonathan and Christopher,

I understand you have call with Jane MacLeod this afternoon at 13:30pm. To inform this call, please find attached POL's initial thoughts on how best to take forward your recommendations.

Regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme  
[REDACTED] **GRO** [REDACTED]