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**From:** Mark Underwood1[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARK UNDERWOO222A42EC-51A8-4DFA-A353-DCEA512679657B4]  
**Sent:** Fri 18/12/2015 4:49:52 PM (UTC)  
**To:** Angela Van-Den-Bogerd [GRO]  
**Subject:** RE: Actions from the meetings with Jonathan Swift QC and Christopher Knight

Thanks Angela – have a lovely weekend!

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

[GRO]

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**From:** Angela Van-Den-Bogerd  
**Sent:** 18 December 2015 15:40  
**To:** Mark Underwood1  
**Subject:** RE: Actions from the meetings with Jonathan Swift QC and Christopher Knight

Mark,

.....Luckily you pester in a nice way.

I'm awaiting the audit info; will send through when I receive.

Thanks,  
Angela



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**From:** Mark Underwood1  
**Sent:** 18 December 2015 10:25  
**To:** Angela Van-Den-Bogerd  
**Subject:** RE: Actions from the meetings with Jonathan Swift QC and Christopher Knight

Hi Angela,

Sorry to pester but do you think it would be at all possible to have the presentation detailed below by close today as the QC has specifically requested it. I have asked Fujitsu as well so will let you know if they come back and provide it

in the meantime

Many thanks

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

GRO

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**From:** Mark Underwood1  
**Sent:** 16 December 2015 13:38  
**To:** Angela Van-Den-Bogerd; Kendra Dickinson; Kathryn Alexander; Shirley Hailstones  
**Cc:** Steve Allchorn  
**Subject:** Actions from the meetings with Jonathan Swift QC and Christopher Knight

All,

Thank you for the 'Rolls Royce' contributions you each made at the meetings held on Monday and Tuesday. It was also nice to finally be able to meet you in person Kath, Shirley and Kendra. There are a number of actions that I think fell out from the meetings, which I think I have captured below. Could you please let me know if I have missed anything?

Angela – Could you please provide me with:

- The lessons learnt document you provided a hard copy of to Christopher;
- The number of Audits that have taken place over the last three years, by type (Random, due to risk profiling etc); and
- The presentation Pete Newsome supplied to you last Friday on the recent 'force log out' issue (this came out of the meeting with Fujitsu).

Kath & Shirley – Could you please provide me with:

- The "case catalogue" which includes the number of cases that involved false accounting

Kendra – I do not have any outstanding actions against your name – but do let me know if I have missed something

Thanks again all

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

GRO