

Message

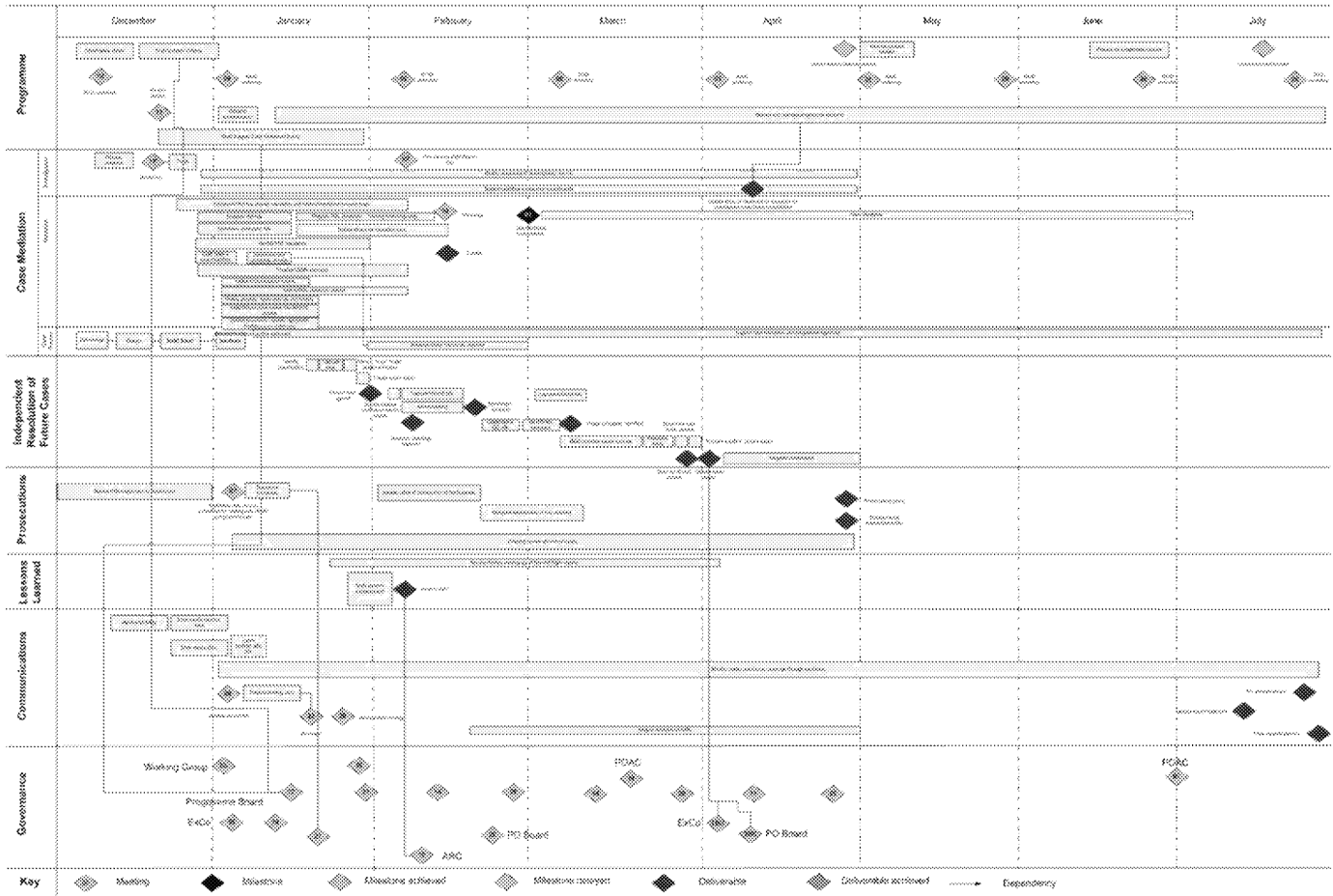
From: Nicky Mal [GRO]
Sent: 31/01/2014 18:05:49
To: Chris Aujard [GRO]; Fay Healey [GRO]; Belinda Crowe [GRO]; Angela Van-Den-Bogerd [GRO]; Charles Colquhoun [GRO]; Andy Holt [GRO]; Rodric Williams [GRO]; Sophie Bialaszewski [GRO]; Jessica Barker [GRO]; David Oliver [GRO]; Parsons, Andrew [/O=BOND PEARCE/OU=First Administrative Group/cn=Recipients/cn=ap6]; Layla Wildon [GRO]
CC: nicky.mal [GRO]; Ben Maddison [GRO]
Subject: The Scheme Programme Board Papers
Attachments: Media Scenario Planning 29 01 2014 V5.ppt; _DOC_28127055(1)_27 Jan 14 - Key Themes Emerging out of the Applications to the Scheme.DOC; Independent resolution of future cases scope for Programme Board_v4.docx; Programme Board 040214 v1.0.ppt

All,

Please find attached the papers for the Programme Board on **Tuesday 4th February at 11:30 – 13:30 in the board room:**

- Programme Board Pack – the latest version of the Performance Dashboard will be provided in hardcopy at the Board meeting
- Communication Scenarios – you are requested to read the paper prior to the Board
- Key Themes Emerging out of the Applications to the Scheme - you are requested to read the paper prior to the Board
- Future Complaints Resolution Model – you are requested to read the paper prior to the Board
- Programme Plan – you are requested to respond by correspondence by COB 7th February

Initial Complaints Review & Case Mediation Scheme Programme Plan 2013-14



Regards
Nicky

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