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**From:** Patrick Bourke [GRO]  
**Sent:** Sun 14/12/2014 11:19:19 AM (UTC)  
**To:** Callard Richard (ShEx) [GRO]  
**Cc:** Belinda Crowe [GRO]; Mark Underwood [GRO]  
**Subject:** Fw: Questions  
**Attachment:** Sparrow Questions v13.docx

Hi Richard

Here you go.

Another document will be on its way from which you may wish to draw in preparing Jo's speech or other material.

Best wishes

Patrick

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**From:** Mark Underwood [GRO]  
**Sent:** Sunday, December 14, 2014 12:13 PM  
**To:** Patrick Bourke  
**Cc:** Belinda Crowe  
**Subject:** Questions

Patrick,

As discussed, please find attached.

Mark

Mark Underwood  
Initial Complaint and Mediation Scheme

[GRO]  
[GRO]

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