

Louise Parry

From: Tom Wechsler
Sent: 03 October 2014 16:13
To: flagcaseadvisor
Subject: RE: Subject: Mediation Scheme FOR ACTION: Ref: PV 1936(SA) Customer name: Albert Owen MP on behalf of Damian Owen Feedback due: 6 October 2014 Case signatory: TBC
Attachments: Document1.docx

Sami

Following discussion at the meeting, our suggestion is that Paula (or her office) send a brief reply to the MP saying that the case has been passed on to the working group. I've prepared a draft. Are you content with this approach? Please let me know if you need anything more.

Tom

Tom Wechsler
Initial Complaint and Mediation Scheme
148 Old Street, LONDON, EC1V 9HQ

GRO

GRO

From: flagcaseadvisor
Sent: 01 October 2014 13:01
To: Belinda Crowe; Angela Van-Den-Bogerd; Craig Tuthill; Anne Allaker; Tom Wechsler
Cc: David Oliver; flagcaseadvisor
Subject: RE: Subject: Mediation Scheme FOR ACTION: Ref: PV 1936(SA) Customer name: Albert Owen MP on behalf of Damian Owen Feedback due: 6 October 2014 Case signatory: TBC

Hi

Thanks for all your help Belinda. I will do.

Tom:

After the meeting will an update email be sent. Also, once drafted, could I please have a copy of the response to the customer?

Many thanks

Sami

Samikah Ahmed | Chief Executive's Correspondence Advisor

Chief Executive Correspondence Team
1st Floor Banner Wing, London, EC1V 9HQ



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From: Belinda Crowe
Sent: 01 October 2014 12:10
To: flagcaseadvisor; Angela Van-Den-Bogerd; Craig Tuthill; Anne Allaker; Tom Wechsler
Cc: David Oliver; Belinda Crowe
Subject: RE: Subject: Mediation Scheme FOR ACTION: Ref: PV 1936(SA) Customer name: Albert Owen MP on behalf of Damian Owen Feedback due: 6 October 2014 Case signatory: TBC

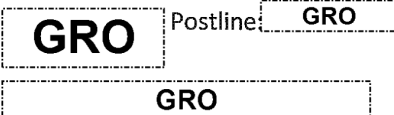
Thanks
This will be for the Working Group as the letter Mr Owen has received is from the Chair of the Working Group and Tom Wechsler (copied) will lead on the response.
Tom, we may want to raise this tomorrow at the relevant point on the agenda.

Sami, could you please add to Tom to the recipient list for all Scheme related correspondence.
Thanks

Best wishes
Belinda

Belinda Crowe

148 Old Street, LONDON, EC1V 9HQ



From: flagcaseadvisor
Sent: 01 October 2014 10:31
To: Angela Van-Den-Bogerd; Craig Tuthill; Belinda Crowe; Anne Allaker
Cc: flagcaseadvisor
Subject: Subject: Mediation Scheme FOR ACTION: Ref: PV 1936(SA) Customer name: Albert Owen MP on behalf of Damian Owen Feedback due: 6 October 2014 Case signatory: TBC
Importance: High

Not redacted

POST OFFICE LTD
STAKEHOLDER CORRESPONDENCE TEAM



INVESTIGATION & FEEDBACK REQUIRED

CASE REF NO: PV 1936	
DEADLINE FOR FEEDBACK TO ECT: 6 October 2014	
CUSTOMER DETAILS: Albert Owen MP on behalf of Damian Owen	
SUBJECT: Mediation Scheme	
BRANCH NAME: N/A	BRANCH CODE: N/A
FOR THE SIGNATURE OF: TBC	

Dear all,

Please find above, an attached letter sent to Paula Vennells. This case is marked as 'priority'.

Angela:
Would you like to be the signatory for the final response letter?

Belinda / Anne:
Has Mr Owen been excluded from the Scheme - if so why? Is it true that he began his application, paid for by us, and then he told he was unable to proceed as he is no longer an employee?

Can we resume Mr Owen's involvement in the scheme?

Please forward any other facts / info regarding the case.

To help us prepare a draft please can you investigate the enquiry/complaint and complete the fact sheet below by the date given above.

Please reply to : flagcaseadviso **GRO**

Thank you

Sami

Samikah Ahmed | Chief Executive's Correspondence Advisor

Chief Executive Correspondence Team
1st Floor Banner Wing, London, EC1V 9HQ

GRO Postline **GRO**
GRO



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N.B. Should you have any problems meeting this deadline or need to discuss further, please contact the Stakeholder Correspondence Team at ECT **GRO**

<p>Flag Case Fact Sheet: The information contained in this sheet will be used to prepare the final response and will be shared with the signatory. It may also be recalled in any FOI enquiry.</p>	
<p>Background information & actions taken This should include details relating to customer complaint. (what went wrong/why it went wrong/ what has been done about it)</p>	
<p>Additional Information: Please supply any additional information - including any In Commercial Interest or In Confidence, which may assist in completing response or provide a better understanding to the background. Also advise if information can be used in response.</p>	
<p>Information supplied by:</p>	

Dolleker 1

Draft reply to Albert Owen MP

Thank you for your letter of 25 September regarding your constituent - Damien Owen - and eligibility for the Initial Complaint and Mediation Scheme.

The Scheme is overseen by a Working Group with an independent Chair, Sir Anthony Hooper. Decisions on eligibility for the Scheme are taken by the Working Group and I have passed your letter to Sir Anthony for his consideration.

I understand that the Working Group is due to meet again later this month and that they will be able to provide you with a substantive response to your questions after that meeting.

Yours etc

PV

Louise Parry

From: flagcaseadvisor
Sent: 06 October 2014 11:26
To: Angela Van-Den-Bogerd
Cc: Tom Wechsler; flagcaseadvisor
Subject: PV 1936
Attachments: PV1936 interim response.docx; Albert Owen MP.pdf

Morning

I hope you are well.

I am currently working on a Horizon Integrity case and owing to the fact that the working group will be reviewing the query at the end of the month, Tom has asked us to send an interim letter.

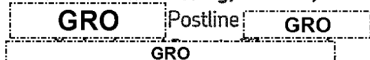
I have drafted the letter as Tom wanted, attached above, and was wondering if you would like to be the signatory?

Many thanks

Sami

Samikah Ahmed | Chief Executive's Correspondence Advisor

Chief Executive Correspondence Team
1st Floor Banner Wing, London, EC1V 9HQ



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PV1936 Interview response

Post Office Limited
1st Floor, Banner Wing
148 Old Street
LONDON
EC1V 9HQ
Tel: GRO

Albert Owen MP
Cledwyn House, 18 Thomas Street,
Holyhead, Isle of Anglesey
LL65 1RR

Our reference: PV 1936/14
Your reference: GJ/D01/CW/030414

06 October 2014

Dear Mr Owen

Thank you for your letter on behalf of your constituent, Mr Damian Owen, regarding eligibility for the Initial Complaint and Mediation Scheme. I have been asked to respond on Ms Vennells' behalf.

We are currently investigating your query; the Initial Complaint and Mediation Scheme is overseen by a Working Group with an independent Chair; Sir Anthony Hooper. Decisions on eligibility for the Scheme are taken by the Working Group and I have passed your letter to Sir Anthony for his consideration.

I understand that the Working Group is due to meet again later this month and that they will be able to provide you with a substantive response to your questions after that meeting.

Yours sincerely,

Angela Van-Den-Bogerd

Incoming letter from Albert Owen MP
WNL

Shee



HOUSE OF COMMONS
LONDON SW1A 0AA

Ein cyf/Our ref: GJ/HNT1/CW/120712

12 July 2012

Norman Lamb MP
Under Secretary of State
Employment Relations, Consumer and Postal Affairs
1 Victoria Street
LONDON
SW1H 0ET



Dear

Norman

I have recently met with my constituent Mr Hughie Noel Thomas of **GRO** to receive his briefing of the concern that exists over the integrity of the Post Office's Horizon system and the proposed independent review.

Mr Thomas advises me that like himself many sub-postmasters regard themselves as victims of the unreliability and inaccuracy of the Post Office Horizon system and have paid a considerable price. I note that the number of individuals involved is not insignificant and there exists a strong consensus that the failings of the Horizon system have been known for a long time.

It is only reasonable that I should be concerned for the wellbeing of any constituent that may have fallen foul of a system that may be flawed and I am encouraged by the news that there is to be an independent review of Horizon.

I would value your advice on this matter and respectfully request that I be kept up to date on developments and receive your report on the outcome of the review.

I thank you in anticipation of your assistance.

Yours sincerely

GRO

Albert Owen MP/AS
Ynys Môn

Norman: Good to see you last Wed @ BIS.

Newspaper Article 18 Oct 06
Re: Gaellween

REGIONAL SPORT PHOTOGRAPHY SERVICE

NEWS

THE GAZETTE

APRIL 2007 16 2007

23

The doors reopen this week with a new sub-postmistress

Normal service at post office resumes

By OWEN HUGHES

A VILLAGE post office which was closed after the suspension of the sub-postmistress at Gaellween resumes this week.

Gaellween post office was shut after county councillor Paul Thomas was suspended during a financial probe. Crossing Jager with local residents who were forced to travel to Keshippoll for their postal services.

The closure suspends the Thursday at the main location in the village. It will be run by Amanda Donohoe, an experienced sub-postmistress, initially as an interim basis.

County authority head of Post Office Rural Network in Wicklow said: "We are delighted that residents of the Gaellween area will now have access to Post Office services and services."

"We would like to thank everyone for their patience during the time it has taken to re-establish this service, and we hope that there will be no further disruption."

Paul Thomas said: "I am pleased to see that the doors have reopened and that the service is back to normal."

Speaking to Councillor Paul O'Connell, Paul O'Connell said: "We have taken the necessary steps to ensure that the service is back to normal."



Post office Gaellween post office is set to reopen this week.

Step down
Partner
Postmistress
Cllr Paul
Thomas
(below) says
he has now
returned from
his post.



possibly suspending the sub-postmistress until further investigations are completed. "I don't see any way to the root of the problem, unfortunately the boards have to remain closed."

Last week Mr Paul O'Connell said it would not continue further as the investigation.

Singing stars wanted

A DEFICIENT lack of interest has prevented musical theatre groups from being raised young singers from Antrim to come forward.

Groups who believe they may have the "X Factor" talent will be asked to give it their all for 2007's Musical Theatre Young Stars of the Year award.

Groups are looking to be the annual singing competition in Royal Victoria Theatre, but not from Antrim.

The competition event, open to all under 18s, will be held in the Royal Victoria Theatre on the 16th.

They will be held for the year of the award in the 16th on February 11.

Three competitors from each group will then be selected to go forward to the final round to be held in the Royal Victoria Theatre on March 25.

This year's award category has been added to the competition and the group will be always fully covered according to the organisers.

The winner of the award will be announced in 2007. Carl Thomas has been in many shows locally as a result of his achievement, and says it has given him the pleasure to pursue a career as a professional entertainer.

Carl has recently started a career with the theatre and will be working around the country performing at many top venues.

For more information, contact Jackie Hill on (01232) 707976.

