

POST OFFICE LIMITED INVESTIGATION TEAM

PO LIMITED INVESTIGATION CIRCULAR 2005/14 – 20th September 2005

Issued to: All Post Office Limited Investigation Staff

SUBJECT: Reporting Of Organisational Failures – Requirement To Include within Investigation Reports

The purpose of this circular is to remind all team members as to the importance of identifying, as part of any enquiry, organisational / product related failures.

From immediate notice all cases (both suspect offender and non offender) submitted to Casework will be specifically reviewed to ensure that failures have been captured and detailed accordingly.

Failures must be reported towards the end of any report and must be **highlighted in bold**. This will enable instant recognition by Casework personnel and, if required, a cut and paste to other key stakeholders.

Significant failures that may affect the successful likelihood of any criminal action and / or cause significant damage to the business must be confined, solely, to the confidential Criminal Law report. Care must be exercised when including failures within the Discipline Report as obviously this is disclosed to the suspect offender and may have ramifications on both the criminal elements of the enquiry, as well as being potentially damaging to the reputation / security of the business. If you are in any doubt as to the appropriateness of inclusion / exclusion you must discuss with your ITM.

The identification of failures is increasingly becoming of greater importance and interest to both the National Investigation Manager and the Post Office Ltd Directorate and accordingly, the identification of failures will become a key element of the compliance check process.

All queries in respect of this circular should be directed to Dave Pardoe as Investigation Team Policy and Standards Manager

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Dave Pardoe
Investigation Team Policy and Standards Manager

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