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Mr. L. Castleton

GRO1ST JUNE 2004.

Dear Mr Mellars-facer,

I am writing to you following my telephone conversation with your P.A. Paula today. I am sorry you have nothing to say to me. I am sorry you would not take my call.

I have written to you previously. That letter remains unanswered. Your message to me through Paula stated you wished me to ring Cath Oglesby to obtain any further information. I rang Cath today and she told me that obtaining the information I have repeatedly asked both of you for is outside her capability. Could you please tell me who I need to talk to? This information should be easily and readily obtainable. I can see no reason for you to withhold any of this information yet you seem intent on doing so. Please could you furnish me with the information I require.

yours faithfully

LEE CASTLETON

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In Strictest Confidence

Mr L Castleton

GRO

02.06.04

Dear Lee



I am in receipt of your letter dated 24th May 2004 and the fax you sent yesterday. I was not avoiding talking to you, I just had nothing to add to our previous conversation.

Also, I was attempting to draw together information to reply to your letter.

I am aware that the majority of your points were discussed prior to, or at interview. I will reply to your requests in the order that you put them in.

1. There have been numerous downloads to all branches since January 2004. The details of these are not available from the Horizon helpdesk.
2. You have already been given a copy of the call logs.
3. This information is not available because of Data Protection regulations.
4. This information is not available because of Data Protection regulations.
5. The Retail Line Manager has to protect Post Office Ltd assets. The decision to suspend a Subpostmaster as a precautionary measure is taken after advice on the issue in question has been given.
6. Horizon's remit is primarily as a helpdesk and source of information. They are not there to visit if a branch misbalances. Balances since your suspension have been within acceptable limits.
7. You mentioned 'clear desktop' at interview, but did not elaborate on what you meant. I am unclear on its relevance.
8. Horizon will not provide this information.
9. You will need to get this information yourself from BT.
10. You were given this information at interview.

I am told that you have been sent a copy of the notes of the interview. All information we are able to give you, you now have. You have appealed against the decision to terminate your contract. This appeal will now be arranged as soon as possible.

Yours sincerely

GRO

David Mellows-Facer
Head of Area

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Post Office Ltd
Darlington Area Office

GRO

Tel: **GRO**
Fax:

cc: Cath Oglesby, Retail Line Manager
Lesley Joyce, Contracts Manager

L. CASTLETON 30

GRO3rd June 2004

Dear Mr. Mellows - Facer.

Thank-you for your letter.

I have just received. I am sorry yet again you are unable to furnish me with the information I require. I would like to point out that my request for these copies remains unsatisfied for over five months verbally and two of those months repeatedly in written format. I would also like to point out that on numerous occasions I have been told both verbally and in written form that my requests are being dealt with and the paperwork would be forwarded to me on receipt of the information to Cath Oglesby. Now you say that for whatever reasons you are unable to comply with my requests! I fail to see the reasoning for this! But I'm sure that eventually through whatever means somebody somewhere within the Post office will be

Mr. L. CASTLETON³¹

GRO

8th JUNE 2004.

Dear Mr. Melloos-faces,

I am writing to you
to ask when I will hear the proposed day,
of my appeal hearing. I was told by
Cath Oglesby that the hearing would be
21 to 28 days from receipt of my letter
of confirmation. I'm afraid that I have
still not received confirmation from Post Office
limited. Please could you confirm the
proposed date for the appeal to me.

yours faithfully,

GRO

C. TRAIN

GRO

8.06.04

Dear Mr Mellows-Facer,

As you are aware, I was removed from my position as counter clerk at Marine Drive Post Office on the 23rd March by RLM Cath Oglesby.

At no point have I had any explanation or reason for this either verbally or in writing. As my contract of employment is not with Post Office Ltd but with Lee and Lisa Castleman I would like, in writing, a full explanation for this action and how long I can be kept from my usual position.

I have worked at Marine Drive Post Office for 17½ years and have never received any complaints about my work or been considered untrustworthy by any employers I have had.

I am deeply distressed at being in this position without justification whatsoever by anyone.

I am aware that Dorothy has been instructed not to allow existing staff to enter the post office. If you do not reply with a reason or explanation I shall take advice from someone who can.

Yours faithfully

GRO

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Mr. h. Castleton

GRO

Dear Mr Mellowes facer,

18th June 2004

I would like to take the opportunity to complain to you and Post Office Ltd. about my treatment throughout this computer fault. It is as I am sure you are aware 2 days since you signed to say you received letter for an appeal against my termination I have yet again been re-assured on more than one occasion that my wishes are being dealt with. Why then am I still awaiting my appeal? It is clearly your companies policy to hear appeals within 28 days is it. But yet again I am no further forward. believe it is my right to be heard within this time period. It is clearly stated in black and white in the contract?

I have written to you on numerous occasions for information. This information has yet again been promised both verbally and in writing on again numerous occasions, but yet again you fail to deliver. Why?

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You and your staff are able to terminate a contract in only 7 days. I believe this is a big difference to the 28 days you have had to organise my appeal. Why? Over the 12 weeks of constant telephone calls and requests not least of all Cath Oglesby helped us. Why? I receive nothing from Post office Ltd. or the current Mr. Missess towards rent, rates, etc. These have neither been discussed nor offered. This really is your companies way of dealing with somebody who questions you? From the day this started to now your company has not dealt with anything apart from probably the easy one discussing decision and that was to terminate my contract without a cast of a thought. You have not even bothered to answer my last two letters and will not talk on the telephone. Why? What may I ask do you wish for me to do now? You are over you clearly stated 28 days for my appeal. Are you going to reinstate myself and my staff? Can you also tell me who I need to complain to and I am afraid I do need an answer

yours faithfully

GRO

Mr L. Castleton

GRO

18 June 2004

Dear Mr Mellows Facer,

I would like to take the opportunity to complain to you and Post Office Ltd about my treatment throughout this computer fault. It is as I am sure you are aware 28 days since you signed to say you received my letter for an appeal against my termination. I have yet again been re-assured on more than one occasion that my wishes are being dealt with. Why then am I still awaiting my appeal? It is clearly your company's policy to hear appeals within 28 days is it not? But yet again I am no further forward. I believe it's my right to be heard within this time period. It's clearly stated in black and white is it not?

I have written to you on numerous occasions for information. This information has yet again been promised both verbally and in writing on again numerous occasions, but yet again you fail to deliver. Why?

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I receive nothing from Post Office Ltd or the current Post Mistress towards rent, rates, utilities. These have neither been discussed nor offered. Is this really your company's way of dealing with somebody who questions you? From the day this started to now your company has not dealt with anything apart from probably the easy one disgusting decision and that was to terminate my contract without a cast of a thought. You have not even bothered to answer my last two letters and will not talk on the telephone. Why? What may I ask do you wish for me to do now? You are over your clearly stated 28 days for my appeal. Are you going to reinstate myself and my staff? Could you also tell me who I need to complain to and I am afraid I do need an answer.

Yours faithfully

Lee Castleton

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Personal – In Strictest Confidence

Mr Lee Castleton

GRO

21st June 2004



Dear Mr Castleton

I have been advised by the Contracts Manager (North East) that you wish to appeal against the decision to summarily terminate your contract for service as a Sub Postmaster, on the grounds of failing to run your Post Office ® branch in accordance with your contract for services (Section 1 part 5 and Section 12 Para 12).

I will be hearing your appeal as a member of the National Appeals Panel.

I am writing to advise you that I propose to hold the appeal with you on Thursday July 1st at the Area Office, **GRO**

I have scheduled the appeal hearing for 11.00am on the 1st July 2004.

During the interview, you may be accompanied by a friend who must be a Subpostmaster/Subpostmistress, Sub-office Assistant, or Post Office employee and who may be a representative of the National Federation of Subpostmasters. Any such representation should be arranged by yourself. The friend must not be involved in, or implicated by, the case.

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Would you please confirm that the date and time are convenient for you to attend.

If you are to be accompanied, I will need to know who will be attending with you. This can be done by telephoning the National Business Support Centre on and leaving a message for myself, or by letter, using the enclosed addressed envelope.

Yours sincerely

GRO

John Jones
Appeals Manager
Calthorpe House

GRO

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In Strictest Confidence

Mr L. Castleton

GRO

24.06.04

Dear Mr Castleton



In reply to your letter, and various faxes, your appeal date has been set for 1st July 2004, to be heard by John Jones. This is the first date that John could hear your appeal, and be prepared by studying the necessary documentation. As I have said previously, John will make the papers available to you an hour before your appeal in Darlington.

I have provided you with all the information I can at this time. The rent that the temporary Subpostmaster pays you is a private arrangement between the two of you, not Post Office Ltd.

Your appeal will be held and this is the correct procedure to follow. If you have any issues, they should be raised at this point.

Yours sincerely

GRO

David Mellows-Facer
Head of Area

Post Office Ltd

GRO

Tel: **GRO**
Fax:

cc: Cath Oglesby, Retail Line Manager
Lesley Joyce, Contracts Manager

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