

Press release

New appeals process to provide independent assurance about Horizon redress awards

Post Office Minister Gareth Thomas has announced the launch of the new, independent, appeals process for eligible postmasters in the Horizon Shortfall Scheme.

From: **Department for Business and Trade**

(/government/organisations/department-for-business-and-trade) and **Gareth Thomas MP** (**/government/people/gareth-thomas**)

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- New independent appeals process for Horizon Shortfall Scheme victims
- New applications for postmasters who claimed under HSS to begin this month
- Provides assurance that those who were unjustly impacted by the Horizon IT scandal will receive full, fair and swift redress

Post Office Minister Gareth Thomas has announced in Parliament today [Tuesday 8 April] the launch of the new, independent, appeals process for eligible postmasters in the Horizon Shortfall Scheme (HSS).

Postmasters who feel their financial settlement did not reflect the true extent of their losses and trauma will be able to appeal their settlement ensuring they receive full, fair and swift redress.

Eligible postmasters and their legal representatives will be written to later this month and applications for the new Appeals process will begin to be accepted by the end of April.

Post Office Minister Gareth Thomas said:

“It is our priority that all those who were unjustly affected by the Horizon IT scandal receive full, fair and swift redress and today’s measures are the next step in providing that.”

“Since taking office, the total amount of redress paid to victims has increased by more than three and a half times with £892 million having now been paid to over 6,200 claimants. There is still more to do, and I am committed to this task until every affected postmaster receives the redress they rightly deserve.”

The Government also announced that each Directly Managed Branch (DMBs) will be franchised so that Post Office services remain available to local communities. We have listened to concerns and made it clear that DMBs should not be closed as we continue to work with the Post Office as it develops its transformation plan.

There will also be a further £276.9 million in funding for the Post Office to help support the breadth of the network. This will enable Post Office to deliver technology transformation and give them the resources to continue administering redress payments to postmasters.

There will also be a scheme launched next month to provide redress to postmasters who faced issues with Post Office products, policies or processes.

These updates will help rebuild trust with postmasters and ensure past failings are fully addressed.

Notes to editors

As of 31 March 2025, approximately £892 million has been paid to over 6,200 claimants across 4 schemes:

- £454 million in the Horizon Shortfall Scheme (HSS), including interim payments
- £67 million in the Overturned Convictions (OC) scheme, including interim payments

- £150 million in the Group Litigation Order (GLO) scheme, including interim payments
- £221 million in the Horizon Convictions Redress Scheme (HCRS), including interim payments

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