

Working Group for the Initial Complaint Review and Case Mediation Scheme

WORKING GROUP MINUTE – 5th June

Teleconference details:

GRO

FOR THE CHAIR ONLY:

GRO

Attendees

Sir Anthony Hooper (Chair)
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ian Henderson (Second Sight)
Belinda Crowe (Post Office)
Chris Aujard (Post Office)
Angela Van Den Bogerd (Post Office)
David Oliver (Post Office)
Andy Parsons (Bond Dickinson)

Apologies

Ron Warmington (Second Sight)
Chris Holyoak (Second Sight)

Agenda

1. Status of current applications that have not yet been accepted
2. Status of accepted applications awaiting a funding application
3. Status of accepted applications awaiting a Case Questionnaire Response
4. New Case Questionnaire Responses
5. Priority cases
6. Post Office / Second Sight investigation progress
7. Standing case updates
8. Cases with Second Sight to review PO investigation reports
9. Cases that Second Sight have reported on
10. Any other queries raised by Applicants / Advisors
11. Issues with resourcing / timings
12. AOB

Thursday 5th June, 13:00 – 14:00

1. Status of current applications that have not yet been accepted

N/A

2. Status of accepted applications awaiting a funding application

Case No.	Status
M004	SL01 pack sent to applicant on 20 th May. Response due by 19 th June.
M114	SL01 pack sent to applicant on 30 th May. Response due by 27 th June.

3. Status of accepted applications awaiting a Case Questionnaire Response

Advisor	Number of cases with Advisor	Number of CQRs overdue	Status	Working Group decision
Aver	21	18	No response to BC's reminder. Propose further letter from SAH to be sent by 6 th June.	<p><i>No response to SAH's letter of 23rd May has been received to date.</i></p> <p>AB to contact Aver by phone. If no response is received from Aver by COP on 9th June, SAH to write to Aver to confirm that the WG will consider at the next face-to-face Working Group on 16th June whether to proceed with the information available to PO and whether any further information will be considered if submitted after that date.</p> <p>N.B. Response now received from Aver.</p>
Howe & Co	20	16	See agenda item 10.	See item 10.

James Cowper	1	1	SS to confirm receipt of CQR.	<i>SS believe this has been posted to RW.</i> SS to confirm receipt of CQR when RW returns from holiday.
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4. New Questionnaire Responses

Case No.	Status
M027	CQR accepted for investigation. PO will clarify a number of issues with SS. Once they have received the necessary clarification, a 6 week deadline for investigation will run – until 24 th July.
M049	CQR accepted for investigation with a 6 week deadline for PO – 17 th July.
M050	CQR accepted for investigation with a 10 week deadline for PO – 14 th August.
M109	CQR accepted for investigation with a 6 week deadline for PO – 17 th July.

- M109 – the Working Group noted that the application raised three issues, one of which appeared to be out of scope. AVDB commented that the investigation would examine whether it was pertinent to the loss or not – and would make a comment on it, but it would only be investigated to the extent that the issue was material to the loss.

5. Priority cases

Case No.	Status
M006	Report complete. Will be uploaded to Huddle by 6 th June.
M073	CQR is yet to be submitted. Applicant is represented by Aver.
M143	Report complete. Uploaded on 5 th June.

- SS agreed to prioritise producing reports for M006 and M143. They confirmed that they would contact the secretariat to amend their current schedule.

- SS agreed to prioritise the progression of M073's CQR when it comes through to them. WG agreed that SAH would write a "to whom it may concern" letter to the applicant. BC to stay on the call for dictation of a letter for consideration by the Working Group.
- WG discussed M108 and agreed to treat this case as a priority case going forward. PO confirmed that this case was under investigation and that all efforts will be made to complete investigation on this case by 19th June.
- Bankruptcy cases

Case No.	Status
M015	Uploaded to Huddle on 9 th May.
M019	Uploaded to Huddle on 8 th May.
M029	Uploaded to Huddle on 12 th May.
M030	Uploaded to Huddle on 15 th April.
M036	POL investigation stage – investigation on-going.
M081	CQR is yet to be submitted. Applicant represented by Aver.
M089	CQR is yet to be submitted. Applicant represented by Howe & Co.
M100	POL investigation stage – investigation on-going.
M128	CQR is yet to be submitted. Applicant represented by Aver.

- AB commented that the list did not appear to be complete. AB to confirm list of bankruptcy cases with Secretariat ahead of the Working Group meeting on 12th June.

6. Post Office / Second Sight Investigation Process

Cases under Post Office Investigation:

Case No.	Status	Working Group decision
M005	Investigation complete. Finalising report. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.

Case No.	Status	Working Group decision
M008	Investigation on-going. Extension (1 st) to 2 nd July required.	Extension granted to 2 nd July.
M031	Investigation complete. Finalising report. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.
M039	Report complete. Will be uploaded to Huddle by 6 th June.	N/A
M090	Investigation complete. Finalising report. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.
M095	Investigation complete. Finalising report. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.
M116	Investigation on-going. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.
M120	Investigation on-going. Extension (1 st) to 2 nd July required.	Extension granted to 2 nd July.
M132	Investigation complete. Finalising report. Extension (not 1 st) to 2 nd July required.	Extension granted to 2 nd July.

7. Standing and other case updates

Case No.	Status	Working Group decision
M094	SL01 pack will be sent out by 5 th June.	Noted.
M142	No response received from applicant to date. Letter from SAH to be sent out requiring a response within 2 weeks or the applicant's case will be withdrawn by the WG.	SAH to send letter as suggested. Secretariat to draft.

8. Cases with Second Sight to review PO investigation reports

Case No.	Due date	Status
M048	6 th June	SS will send to secretariat by COP on 6 th June.
M076	6 th June	SS will send to secretariat by COP on 6 th June.

- SS confirmed that they are on track to deliver these reports.

9. Cases that Second Sight have reported on

Case No.	Report issued to parties	Deadline for comments	Deadline for SS's final report
M022	16 th May	11 th June (PO to submit comments by 5 th June)	18 th June
M054	29 th May	6 th June	13 th June
M127	27 th May	4 th June	11 th June

- SS have received comments from the applicant in M022. PO confirmed that their responses will be with SS by COP. SS confirmed that they would aim to complete their report by the end of next week and release to secretariat to pass to mediator.
- SS confirmed receipt of PO's comments on M127, but no response from the applicant. WG agreed that SS should proceed with producing their final report without the applicant's comments as the deadline has passed.
- WG agreed that SS should aim to complete reports on M054 and M127 in advance of next Thursday's call with a view to deciding on whether the cases could progress to mediation o the telephone call. Only in the event of a disagreement on whether to mediation should the decision be deferred to the face-to-face meeting.

10. Any other queries raised by Applicants / Advisors

- Howe & Co. email about travel expenses (uploaded to Huddle)
- Howe & Co. extensions

Case No.	Original due date	Current due date	Extension requested 03/06
M010	06 December 2013	22 May 2014	13 June 2014
M055	21 February 2014	22 May 2014	13 June 2014
M080	07 January 2014	04 June 2014	17 June 2014
M085	21 February 2014	22 May 2014	17 June 2014
M088	21 February 2014	22 May 2014	17 June 2014
M096	05 February 2014	15 May 2014	13 June 2014
M098	21 February 2014	28 May 2014	13 June 2014
M140	01 May 2014	21 May 2014	13 June 2014

- WG confirmed that Howe & Co. had erred by not seeking authorisation for the travel before the expense was incurred.
- PO confirmed that they would pay for the travel expenses as a one-off to avoid the costs falling back on the applicants.
- Chair agreed that to would write to Howe & Co. and confirm that in the future proper procedure must be followed, whereby advance agreement to payment of expenses should be sought. PO will decide whether they wish to write themselves or that the matter is dealt with in the letter from the Chair.
- WG agreed all of Howe & Co.'s extension requests.

11. Issues with resourcing / timings

N/A

12. AOB

N/A