

**Working Group  
Initial Complaint Review and Mediation**

148 Old Street  
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Mr Chris Aujard  
By email

Tel:  GRO  
Email:  GRO

8 August 2014

Dear Chris

**The mediation test**

I have received your submission on the test to be applied to decide whether an application in the Scheme is recommended for mediation. I also have received JFSA's reply to that submission and I understand that you too have been sent a copy of that reply.

You will recall that prior to inviting submissions on the mediation test I had also invited submissions on matter of who should apply the test, the Working Group or Second Sight; or perhaps more specifically whether a case which Second Sight has recommended for mediation should proceed straight to mediation without reference to the Working Group. However on our last conference call we agreed that this action had been superseded by the question of the test itself.

Having considered the submissions from Post Office and JFSA I now feel, on reflection that the two matters, the test and who applies it, are inextricably linked and in considering one I should also consider the other. I am therefore inviting you to make a submission to me, setting out the views of the Post Office on who should apply the test, Second Sight or the Working Group. I would be grateful if you could provide me with your submission within the next seven days. Please also copy to Alan Bates so that he can let me have his comments on your submission.

I have also written to Alan Bates to explain this.

Yours sincerely,

**GRO**

**Sir Anthony Hooper**  
Chair of the Working Group