

Message

**From:** Belinda Crowe [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=BELINDA+20CROWE79F  
569F-4526-A078-F5B4958A8917220@C72A47.ingest.local]  
on Belinda Crowe <IMCEAEX-  
behalf \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=BELINDA+20CROWE79F  
of 569F-4526-A078-F5B4958A8917220@C72A47.ingest.local> [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=BELINDA+20CROWE79F  
569F-4526-A078-F5B4958A8917220@C72A47.ingest.local]  
**Sent:** 23/04/2014 15:35:14  
**To:** Batten Peter \(\ShEx\) [GRO]  
**CC:** Callard Richard \(\ShEx\) [GRO], Belinda Crowe [GRO]  
**Subject:** RE: Published mediation scheme docs

Hi Peter,

Thanks for this. Grateful if we could have a word about handling (I have also left you a message).  
Having had a good opportunity to look at the letter I think that it contains some very significant points which have to be  
addressed by both Post office and the Chair of the Working Group.

Best wishes  
Belinda

**Belinda Crowe**

148 Old Street, LONDON, EC1V 9HQ

**GRO**

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**From:** Batten Peter (ShEx) [GRO]  
**Sent:** 23 April 2014 15:02  
**To:** Belinda Crowe  
**Cc:** Callard Richard (ShEx)  
**Subject:** RE: Published mediation scheme docs

Hi Belinda

Many thanks for your time yesterday. Please see attached two draft letters, one that we are proposing to  
send to Alan Bates, and one to Sir Anthony Hooper (on the assumption that the JFSA is unable to provide a  
reason for us not to forward the letter).

We've included the final paragraph on the letter to Sir Anthony as a means of giving Jenny a future hook into  
the process (for example in the event that she feels she needs to intervene). I would be grateful for your  
views on the benefits of including this hook, versus the risks of perceived infringement on Sir Anthony's  
independence.

Jenny's box closes at midday tomorrow, and any comments by then would be much appreciated.

Best wishes  
Peter

Peter Batten | Shareholder Executive | Department for Business, Innovation & Skills |

GRO

| [www.bis.gov.uk](http://www.bis.gov.uk) |

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**From:** Belinda Crowe [GRO]  
**Sent:** 23 April 2014 06:50  
**To:** Batten Peter (ShEx)  
**Subject:** Published mediation scheme docs

Peter

Please find attached, as discussed, a copy of the published documentation for the Scheme. There is a flowchart but there is little about actual timescales although it says that SS will take between 1 and 3 months to investigate a case. However, as discussed, the Scheme allows for the Working Group to vary the process as necessary for the proper administration of the Scheme. It has done that. Specifically the Post Office investigates the case in the first instance and then passes its investigation to Second Sight to review.

Let me know if you need anything further.

<http://www.jfsa.org.uk/Documents.aspx>

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