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Rt Hon James Arbuthnot MP  
House of Commons  
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26 November 2013

*Dear James,*

When we spoke in Edinburgh, we agreed to arrange a date to discuss the progress being made on the commitments the Post Office made following the publication of the Second Sight Report. Alwen will be in touch with Janet to find a suitable date in the first part of January.

I should like us to be able to update you both on the improvements we are making to the way we engage with subpostmasters, take their feedback and support them when things go wrong; and on the mediation scheme.

On the latter, we received 144 applications by the time the scheme closed on 18 November. The Working Group, chaired by Sir Anthony Hooper, has agreed a process to allow a proper investigation of applications accepted so that it can make an informed and evidence based decision on whether a case should proceed to mediation. Under this process, it may take longer than first envisaged before the first cases reach the mediation stage which is why I think it would be sensible for us to meet in the New Year rather than earlier. In the meantime, if there is anything you need to know, please do not hesitate to let me know.

I look forward to seeing you and hope that in the meantime, you will have a good Christmas.

*Alice Miles*

**Alice**

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