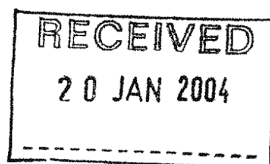


Betty Williams MP
House of Commons
LONDON
SW1A 0AA



19.01.04

Your ref: C2331/41413

Dear Mrs Williams

Re: Post Office®, Craig Y Don branch



"an essential part of everyday life" www.postoffice.co.uk

I promised to write to you once a comprehensive review had been undertaken of the issues raised by your constituent, Mr Bates - ex subpostmaster at Post Office®, Craig Y Don branch. That review has been completed by a Senior Manager within Post Office Ltd, with considerable experience in the handling of disputes and subsequent appeals.


The conclusions of that review, which I fully endorse, are that the termination of Mr Bates' contract with Post Office Ltd was done following proper investigation, coupled with both proper warnings and with appropriate offers of additional training and support. Additionally, no evidence was found which, in any way, substantiates the various claims being made by Mr Bates.

It is clear to me that the decision to terminate Mr Bates' contract was not only correct, but that it was the only sensible option.

It is my view that the best interest of all involved with this matter would be best served by considering the matter closed.

Yours sincerely

GRO

 Richard Barker
General Manager, Commercial Network

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