

Working Group for the Initial Complaint Review and Mediation Scheme

Key points and actions from the conference call at 1pm on 14 November 2013

Present:

Sir Anthony Hooper (**SAH**) Chair
Alan Bates (**AB**) JFSA
Kay Linnell (**KL**)JFSA
Ron Warmington (**Ron W**) Second Sight
Claire Parmenter (**CP**) Bond Dickinson
Angela Van Den Bogerd (**AVDB**) Post Office
Rodric Williams (**Rod W**) Post Office
Andy Holt (**AH**) Post Office
Belinda Crowe (**BC**) Post Office
Suzie McGregor (**SM**) Post Office

1. **New Applications.** The Working Group agreed new applications M084, 86, 87, 88, 91, 92 and 93 to be accepted onto the Scheme. The following applications are accepted onto the Scheme with the following action:
 - a. M083 – AVDB to investigate internally and provide an update in two weeks. RW to send SL03 letter to the applicant.
 - b. M085 - insufficient information has been provided, RW to send SL02 letter to the applicant.
 - c. M094 – AVDB to investigate internally and provide an update in two weeks. RW to send SL03 letter to the applicant.
2. **Completed case questionnaires.** The Working Group approved that case questionnaire for application M030 to proceed to the next stage.
3. **Matters arising from existing applications.**
 - a. M004 – AVDB has a further week to investigate and will report back next week.
 - b. M037 – AVDB to provide a detailed report at the next meeting on 22 November.
4. **Cases to be discussed at next full meeting on 22 November.** The Working Group agreed that application M037 should be discussed at the next full meeting along with M016, 25 and 47.

BC to put application M037 on agenda for 22 November.