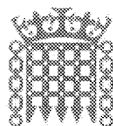


From: The Rt. Hon. James Arbuthnot, M.P.



HOUSE OF COMMONS
LONDON SW1A 0AA

26 March 2014

Paula Vennells
CEO
The Post Office
205 Old Street
London EC1V 9QN

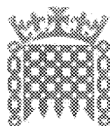
Dear Paula,

I thought this week's meeting went as well as could be expected in the circumstances! Thank you for coming and speaking.

I wanted to follow up on two matters that were raised. The first is the prospect of a further meeting in July, which I would like to look at getting in the diary now. Might Monday 21 July work for you? If not, perhaps you might suggest some other dates. I know we all have reservations about whether in practice such a meeting can go ahead, but getting it in your and my diaries will be a good first step.

I know you sensed that MPs are beginning to want to hear something more than that the cases are going through mediation. There was some dismay, I thought, at the prospect mentioned that even when the mediation process is complete, MPs are not going to get a chance to hear the result of investigations. I am fairly certain this will not wash and that something is going to have to be offered by way of reported results, even if only on a generic basis.

Everyone understands the point about the integrity and independence of the working group being respected, but the reason this entire process has been instigated is that MPs agitated on behalf of their constituents for it. Given that Second Sight are producing a report within days, I think it is quite justifiable that MPs believe that results of some description are being arrived at, and we are getting hungry to know what they are. Might a report be made available soon, or can results be made known at this July meeting? Perhaps you can let me know your thoughts about this?



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The second matter is the one Alan raised about where historical cases which have come to light after the mediation process deadline was reached may be sent, and what happens to them. Could you send me details of how the Post Office will look into their cases, please? I would like to be clear in my own mind how a new case will be handled if outside the mediation process so that I can tell colleagues who could not attend the meeting this week.

Finally, to my mind it is quite appropriate that constituents involved in these newly raised historic cases raise their concerns with their MPs. Some have clearly done so, as my office has received queries about this. Would you like MPs to send these cases on, and if so, to whom? I would like to be able to tell colleagues what to do if they are approached.

I maintain my belief that this matter can be brought to a satisfactory conclusion for all concerned, but I sensed a slight disquiet at the meeting this week and it is something you and I need to do everything in our powers to dispel.

Yours ever

James Arbuthnot