

Message

From: Batten Peter \(\ShEx\) [GRO]
on behalf of Batten Peter \(\ShEx\) [GRO]
Sent: 23/04/2014 06:23:21
To: Belinda Crowe [GRO]
Subject: Re: Published mediation scheme docs

Hi Belinda

Many thanks for this. I'll be in touch later with any follow up queries that may arise.

Best wishes
Peter

From: Belinda Crowe [GRO]
Sent: Wednesday, April 23, 2014 06:50 AM
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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