

POST OFFICE LTD

13 SEP 2013

ECT 758/13

CHIEF EXECUTIVE'S OFFICE

GRO

SUBJECT: HORIZON IMPLEMENTATION

Dear Paula,

Obviously the subject I wish to write about is the Horizon computer system. I must stress that this isn't about 'jumping on the bandwagon', but is about a personal loss incurred by the system.

First though may I explain my background. I worked conscientiously, and ^{loyally} for the Post Office for over 20 years. In this time it was very stressful due to the economical environment, however at the same time customer service was very satisfying.

My 'complaint' is from when the Horizon system was implemented. There was a loss from the system due to 'incorrect procedures on the staff side, lack of training?' that resulted in a shown loss of over £18,000 pounds. I was assured that it would all return. However only £13500 returned and I had to as the expression was 'make good' the shortfall. At the time I took my grievance to the area manager level, only to be told that the contract stipulated all shortages must be 'made good', and there was no appeal procedure.

Therefore the reason for me writing is that now that the system, especially in the early days was flawed. I would like you to revisit the situation and make good the loss that cost me dearly in both financial and emotional terms.

Yours faithfully

GRO

Former Sub Postmaster Northenden Post Office

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