

---

**From:** Mark Underwood [GRO]  
**Sent:** Wed 17/02/2016 2:12:48 PM (UTC)  
**To:** Parsons, Andrew [GRO]; Patrick Bourke [GRO]  
**Cc:** Steve Allchorn [GRO]  
**Subject:** RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Thanks Andy – are BD available to speak with NBSC (Kendra?) to obtain the necessary info for the cases you have highlighted? Kendra was interviewed by Jonathan Swift QC as part of the Review so should be up to speed with what is going on. I can however arrange a call if that would help?

In terms of the cases you have highlighted, I also wondered whether we should / are able to investigate:

- M001: The calls logs that detail a “Complaint” of which there are one - do we know what that complaint was in respect of?
- M035: the call handler who took the call on 23 Dec 2003 – this is the call cited as having caused the discrepancy to have doubled?
- M042: Similar to M035, there is an allegation that mis advice led to the doubling of discrepancy. This is said to have occurred on 01.06.2011. Are we able to identify this call & the call handler?
- M080: Does the letter of 5 May 2009, details the calls in which he received “conflicting advice”?
- M143: Are we able to identify the call handler that took the call on 03 June 2009?

Mark

Mark Underwood  
Complaint Review and Mediation Scheme  
[GRO]

---

**From:** Parsons, Andrew [mailto: [GRO]  
**Sent:** 10 February 2016 09:47  
**To:** Patrick Bourke; Mark Underwood [GRO]  
**Cc:** Steve Allchorn  
**Subject:** RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Patrick

Please find attached the updated schedule of helpline complaints which now includes (i) comments on helplines from the POIRs and CRRs and (ii) NBSC call refs where available.

I think the cases to focus on are M007, M045 and M144 where there are direct allegation of incompetence in the helpline staff (allegations are highlighted in green).

The next step is to identify the call handlers at NBSC from the call ref numbers. The call logs I have seen don't show the name of the call handler. I suspect this info needs to be pulled from the call logging system in NBSC. If we can help with this, please let me know but I suspect that this is probably an internal job for POL.

Kind regards  
Andy

**Andrew Parsons**  
Managing Associate

Bond Dickinson

Direct: **GRO**  
Mobile:

Follow Bond Dickinson:



[www.bonddickinson.com](http://www.bonddickinson.com)

---

**From:** Patrick Bourke [mailto: ] GRO  
**Sent:** 01 February 2016 10:32  
**To:** Parsons, Andrew; Mark Underwood [ ]  
**Cc:** Steve Allchorn  
**Subject:** RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Dear Andy

Long time etc – hope you're well.

Many thanks for this and I agree with your recommendations and we will, please, take you up on the paralegal support to perform 1 and 2.

Best wishes

Patrick

---

**From:** Parsons, Andrew [mailto: ] GRO  
**Sent:** 01 February 2016 09:49  
**To:** Mark Underwood [ ]  
**Cc:** Patrick Bourke; Steve Allchorn  
**Subject:** RE: Request for help in respect of the Chairman's report: Subject to Legal Privilege [BD-4A.FID20472253]

Mark

Please find attached a schedule showing those cases where a specific helpline complaint has been made.

16 of the cases provide sufficiently detailed information to allow a further investigation (highlighted in green).

11 more cases elude to a call happening in a particular week or month from which one could probably try to find the details of the call from the POL call logs but this could require a lot of extra work (highlighted in yellow).

I would just look at the green cases as the yellow ones will require a degree of guesswork to identify the exact call. I would also only look for calls to NBSC as I suspect POL will not have access to the HR records of employees on the HSD (as this was operated by Fujitsu; now ATOS).

In terms of next steps, my suggestion would be:

1. Review the NBSC call logs for each green case to try to identify any relevant NBSC call reference ID numbers.
2. For each identified call, review the POIR and CRR to determine what has been said about these calls / issues already.
3. From the call ref number POL should then be able to identify the call handler at NBSC and can make enquiries about those call handlers.

I can offer some paralegals to help conduct 1 and 2 above if that would help.

Kind regards  
Andy

**Andrew Parsons**  
Managing Associate

*Bond Dickinson*

Direct:  
Mobile:

**GRO**

Follow Bond Dickinson:



[www.bonddickinson.com](http://www.bonddickinson.com)

---

**From:** Mark Underwood <mailto:mark.underwood@bond-dickinson.com> **GRO**  
**Sent:** 26 January 2016 09:34  
**To:** Parsons, Andrew  
**Cc:** Patrick Bourke; Steve Allchorn  
**Subject:** Request for help in respect of the Chairman's report: Subject to Legal Privilege  
**Importance:** High

Hi Andy,

I just tried to call but went through to your voicemail so, in the first instance, I thought I would send you a note.

As I think you are aware, the Chairman has now received the report from Jonathan Swift QC. This report contains a number of recommendations, including for us to:

*“cross reference specific complaints about misleading advice from NBSC call-handlers with the possible employees who provided that advice and consider their personnel files, where available, for evidence as to the likelihood that the complaint may be well founded”.*

Our proposal to address this, as agreed with Jonathan, is for those Applicants who raised complaints in respect of helpline:

- Identify those who have particularised their complaint e.g. given a specific date
- Cross reference these calls against the call handler who would have taken the call
- Check these call handlers PDRs to see if they had had any complaints made against them, in respect of the advice they were providing.

Where we need your help, or rather your team of paralegal's, is for them to trawl through the 107 cases that make complaints in respect of the helpline (see column N of the attached spread sheet) and identify those which have actually made particularised complaints rather than just generic ones.

As this is for the Chairman, we would like this done ASAP. When do you think you would be able to provide this analysis by?

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

GRO

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

\*\*\*\*\*

**Please consider the environment! Do you need to print this email?**

---

The information in this e-mail and any attachments is confidential and may be legally privileged and protected by law. [patrick.bourke@bond-dickinson.com](#) is authorised to access this e-mail and any attachments. If you are not [patrick.bourke@bond-dickinson.com](#) please notify [andrew.parsons@bond-dickinson.com](#) as soon as possible and delete any copies. Unauthorised use, dissemination, distribution, publication or copying of this communication or attachments is prohibited and may be unlawful.

Any files attached to this e-mail will have been checked by us with virus detection software before transmission. Bond Dickinson LLP accepts no liability for any loss or damage which may be caused by software viruses and you should carry out your own virus checks before opening any attachment.

Content of this email which does not relate to the official business of Bond Dickinson LLP, is neither given nor endorsed by it.

This email is sent by Bond Dickinson LLP which is a limited liability partnership registered in England and Wales under number OC317661. Our registered office is 4 More London Riverside, London, SE1 2AU, where a list of members' names is open to inspection. We use the term partner to refer to a member of the LLP, or an employee or consultant who is of equivalent standing. Our VAT registration number is GB123393627.

Bond Dickinson LLP is authorised and regulated by the Solicitors Regulation Authority.