

From: Mark Underwood [GRO]
To: "Parsons, Andrew" [GRO]
Cc: Patrick Bourke [GRO], Steve Allchorn [GRO]

Subject: Request for help in respect of the Chairman's report: Subject to Legal Privilege

Date: Tue, 26 Jan 2016 09:34:08 +0000

Importance: High

Embedded: unnamed

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

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