

Working Group for the Initial Complaint Review and Mediation Scheme

Key points and actions from the conference call at 1pm on 12 December 2013

Present:

Sir Anthony Hooper (**SAH**) Chair
Kay Linnell (**KL**) JFSA
Ron Warmington (**Ron W**) Second Sight
Andy Parsons (**AP**) Bond Dickinson
Claire Parmenter (**CP**) Bond Dickinson
Kath Alexander (**KA**) Post Office
David Oliver (**DOO**) Post Office
Rodric Williams (**Rod W**) Post Office
Belinda Crowe (**BC**) Post Office
Suzie McGregor (**SM**) Post Office

1. **New Applications.** No new applications have been received.
2. **Status of current applications that have not yet been accepted.** The Working Group agreed that:
 - due to the provision of further information application [GRO] now be accepted onto the Scheme.
 - application [GRO] is subject to an ongoing criminal investigation and would receive an SL04 letter.
 - Post Office to confirm whether case [GRO] is also subject to an ongoing criminal investigation.
3. **Status of accepted applications awaiting a Case Questionnaire Response.** SS continue to receive frequent requests from advisors for extra time to complete the case questionnaire responses. The Working Group has previously agreed that SS has the discretion to extend the time for submission by up to 2 weeks. If a further extension is required the matter will be referred to the Working Group for consideration.
4. **New Case Questionnaire Responses** The Working Group approved that case questionnaires for applications [GRO] to proceed to the next stage. It was noted that there may be difficulty in investigating [GRO] due to retention issues. AVDB will report back to the Working Group next week if the investigation will require more time.
5. **Post Office investigation progress.** Post Office is due to complete its investigation on 2 January 2014 for applications [GRO]. Due to the size of application [GRO] and the receipt of additional information for [GRO] the Working Group agreed to extend the deadline for Post Office to complete its investigations of [GRO] to 9 January 2014.
6. **Second Sight investigation progress.** SS currently have two Post Office reports to investigate. Following discussions between SS and Post Office, Post Office has agreed to take over the administration of the Scheme from SS. The Working Group agreed that Post Office will write to all applicants to divert queries to Post Office as well as providing an update on the likely timescales for progressing the Scheme.

AP to circulate a draft letter to applicants to the Working Group.

7. **Any other queries raised by Applicants/Advisors.** Post Office has served a claim form on applicant [GRO]. Whilst Post Office will endeavor not to push forward civil proceedings, in some circumstances it is necessary. AP will report back to the Working Group on why a claim form was issued and whether the claim will be stayed pending the outcome of the Scheme.

AP to report to the Working Group on the claim form issued against applicant
[GRO]

8. **Issues with resourcing/timings.** SS are looking to bring in extra resource and this will be discussed separately with Post Office.
9. **Any other business.** The Working Group will meet by telephone on Thursday, 19 December 2014 and will then break until 3 January 2014.