

Working Group for the Initial Complaint Review and Case Mediation Scheme

Standing Agenda for Thursday Calls

Attendees

Sir Anthony Hooper (Chair)
Alan Bates (JFSA)
Kay Linnell (JFSA)
Ron Warmington (Second Sight)
Chris Aujard (Post Office)
Belinda Crowe (Post Office)
Suzie MacGregor (Post Office)
Andy Parsons (Bond Dickinson)
Claire Parmenter (Bond Dickinson)
David Oliver (Programme Manager)

Agenda

1. New / late applications
2. Status of current applications that have not yet been accepted
3. Status of accepted applications awaiting a Case Questionnaire Response
4. New Case Questionnaire Responses
5. Post Office / Second Sight investigation progress
6. Any other queries raised by Applicants / Advisors
7. Issues with resourcing / timings
8. Outstanding actions
9. AOB

Thursday 16th January, 13:00 – 14:00

1. New / late applications

No new/late applications have been received.

2. Status of current applications that have not yet been accepted

Case No.	Status	WG actions/decisions
GRO	Response considered inadequate. Amount in dispute is £3k. SL03 letter to be issued.	POL to issue SL03 letter

3. Status of accepted applications awaiting a Case Questionnaire Response

Nothing to report.

4. New Case Questionnaire Responses

Case No.	Status	WG actions/decisions
GRO	Recommended for acceptance	It was agreed this case should proceed.
	Second Sight have received a third version of the CQR. Post Office have already begun investigating.	Although resubmission of CQRs should not be encouraged (and is to be considered on a case by case), POL should consider the further information received, and determine whether an extension would be required to investigate. Requests for extension should then be put to the WG for approval. Extension agreed. Post Office to provide update to Working Group on 30/01
	Recommended for acceptance	It was agreed this case should proceed.
	The CQR has not been submitted in the required format and is not adequate to commence investigation. An application for funding has also been received from an advisor who does not meet the criteria.	The Working Group agreed that the advisor did not meet the criteria for receiving funding. Post Office to write to the applicant to confirm they must select a professional advisor that meets the Scheme's criteria in order to obtain funding. The applicant to then be given time to resubmit the CQR.
	Recommended for acceptance	It was agreed this case should proceed.
	Updated CQR submitted. NB: BC to discuss with Second Sight before WG 16/01	Although resubmission of CQRs should not be encouraged (and is to be

Case No.	Status	WG actions/decisions
		considered on a case by case basis), Post Office should consider the further information received, and determine whether an extension would be required to investigate. Requests for extension should then be put to the WG for approval. Post Office to provide an update on 23 January 2014.
GRO	Recommended for acceptance	It was agreed this case should proceed.
	Recommended for acceptance	It was agreed this case should proceed.

5. Post Office / Second Sight investigation progress

Case No.	Status	WG actions/decisions
GRO	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL report due to be submitted to Second Sight. POL seeking extension to 30/01	Extension agreed. Post Office to provide update to Working Group on 30/01
	POL seeking extension to 30/01	Extension agreed. Post Office to provide update to Working Group on 30/01
	POL seeking extension to 30/01	Extension agreed. Post Office to provide update to Working Group on 30/01
	POL seeking extension to 30/01	Extension agreed. Post Office to provide update to Working Group on 30/01
	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review early next week
	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL seeking extension to 23/01 (due to Christmas)	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL report due to be submitted to Second Sight. POL investigation complete. Finalising report. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	Investigation on going. POL seeking extension	Extension agreed. Post Office to provide

Case No.	Status	WG actions/decisions
	to 23/01	update to Working Group on 23/01
GRO	POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL seeking extension to 30/01	Extension agreed. Post Office to provide update to Working Group on 30/01
	Awaiting Horizon information. POL seeking extension to 30/01	Extension agreed. Post Office to provide update to Working Group on 30/01
	SL03 letter issued. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	AVDB visited SPMR on 10/01. Received more information. POL seeking extension to 23/01	Extension agreed. Post Office to provide update to Working Group on 23/01
	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review early next week
	SL02 - Further information required by 16/01/14	N/A
	SPMR returned from holiday. Visit arranged for 21/01 to discuss findings	POL to provide update to Working Group on 23/01
	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review early next week
	Applicant confirmed wish to withdraw from Scheme	N/A
	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review early next week
	AVDB was due to talk to the applicant on 10/01. PO to provide an update to the WG	POL to provide update to Working Group on 23/01
	POL investigation complete. Arranging to discuss findings with SPMR. Provide an update to the WG 16th Jan	POL to provide update to Working Group on 23/01
	POL to provide AH with update on criminal investigation.	AP to make arrangements for AH to review early next week

- POL were requested to inform the Working Group when two or more extensions have been sort.

6. Any other queries raised by Applicants / Advisors

Case No.	Query	WG actions/decisions
GRO	Concern about professional advisor	POL to write to the applicant to confirm they must select a professional advisor that meets the Scheme's criteria. The applicant should then be given the opportunity to resubmit their CQR.

7. Issues with resourcing / timings

- Second Sight has a 3rd resource ready to support their work; POL to put an agreement in place

8. Outstanding actions

Ref	Action	Action Owner	Update	Due Date
1	Circulate a draft letter to applicants /professional advisors to the Working Group	AP	Letter drafted. Belinda to issue to WG. Complete	02/01
5	Draft DP letters and rules for data protection	AP	In progress. Need to upload onto Huddle & revise Alan's letter and issue to AB & AH	02/01
8	Clarify whether a letter was issued to applicant GRO and update Working Group on 03/01	RW	Complete	03/01
15	Second Sight and Post Office to consider the production of a joint generic report for the mediation	AVDB	Work in progress	16/01
17	Alan Bates to provide comments on his data protection letter	AB		09/01
21	AP to arrange for AH to view criminal case files	AP	Complete	16/01
22	Post Office to revise mediation process map and recirculate	JB	Will be presented at next face-to-face WG meeting	16/01
23	AP to provide revised clauses for Terms of Reference	AP	Completed; to be uploaded onto Huddle ahead of the next face-to-face WG	16/01

9. AOB

- There was a discussion about the letter POL received from Howe & Co. AB to speak to SD to contact BC directly to discuss. BC to speak to SD addressing each of the points made in the correspondence.