

Post Office Complaint and Mediation Scheme

I am writing to you to underscore the Post Office's willingness to mediate the case you submitted to the Post Office Complaint and Mediation Scheme and to encourage you to engage with the Centre for Effective Dispute Resolution (CEDR) so that we can set a date for your mediation.

We acknowledge that the Scheme has taken longer than all those involved would have liked. However, we do now have the opportunity to sit down with you and your professional adviser if you have one, to discuss your complaint in detail and look forward to the opportunity to do so.

We have recently received a number of requests for cases to be 'suspended' from the Scheme. I understand that these requests are being made on the advice of the Justice for Subpostmasters Alliance and in anticipation of some form of Government or Judicial Inquiry. The Post Office is not aware of any such review. Indeed, during an Adjournment Debate in the House of Commons on 29 June 2015, the Minister underlined the importance of mediation in helping people to try to reach a resolution to their cases.

The Post Office remains committed to mediation as a way of resolving cases. Mediation is facilitated by CEDR, which is the UK's leading provider of independent dispute resolution services and operates to the highest possible standards, including providing services for the Court of Appeal.

I therefore urge you to engage with CEDR to set a date for mediation. I would like to stress that agreeing to mediate in no way prevents you from taking further action at a later stage. If you find you cannot reach an agreement with Post Office, you lose nothing and all other avenues remain open to you. Your professional adviser will be able to confirm this.

You may of course wish to have time to reflect on this and, with that in mind, I would like to ask you to agree a date with CEDR once they have approached you or your professional adviser, by Friday 4th September 2015. If you have not engaged with CEDR by that date, we will consider your request to withdraw from the Scheme to be final and any outstanding issues will be taken forward in accordance with standard business practices.

Just to stress again that mediation is entirely voluntary and all avenues remain open to you. The Post Office is keen, though, to at least try to reach an agreement with you through this process since we believe mediation offers both parties with the best opportunity to do so in a constructive manner.