

Mr A Bates



27.08.03

Dear Mr Bates



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Thank you for your letter dated 7<sup>th</sup> August addressed to Allan Leighton, Chairman Royal Mail, which has been forwarded to me for reply.

I have now completed my enquiries into the issues you have raised, and I apologise for the delay in replying to you. My enquiries have taken longer than expected.

I have spoken with a number of the personnel involved in the search for a solution to the situation at Craig y Don Post Office® branch. Although I regret that the situation has reached the point of termination of your contract, I am confident that the various teams concerned in the events have worked hard to provide support and assistance to you in a consistent and sympathetic manner. This support included a number of on site attendances to assist with balancing and also to provide extra training on the Horizon system. The aim was always that of achieving a solution to the difficulties you were experiencing in managing transactions and processes at Craig y Don Post Office® branch.

The Horizon system at Craig y Don Post Office® has been reviewed and interrogated in response to your complaints, and the reports from both the Horizon Field Support team and the NBSC have confirmed that there is nothing inherently wrong with the Horizon system installed at the branch.

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The Sub postmaster contract is clear on the requirement that postmasters must make good losses or gains made when misbalances occur and to bring error notices to account appropriately. It is evident you have consistently refused to do this, even when specifically requested to do so by the Area Management team. The contract also states that either party, Post Office Ltd or a Sub postmaster, may terminate the contract with three months notice without a reason being given. In this instance the Management Team, on behalf of Post Office Ltd, are exercising their right under this clause to terminate the agreement with you.

I am sure you have carefully considered the idea of your website. I feel that you should be aware that use of Post Office Ltd's imagery on your website may constitute trade mark infringement.

In the circumstances I feel that the Management Team has been wholly professional in the management, deliberation and investigation of your issues.

Yours sincerely

**GRO**

Ria MacQueen  
Case Liaison Manager

Post Office Ltd  
Operations

Telephone: **GRO**