



WATERWAYS OMBUDSMAN COMMITTEE
Minutes of the meeting held at
Canal & River Trust, The Toll House, Delamere Terrace, Little Venice
London, W2 6ND
on Monday 03 April 2017 at 11:00 a.m.

Present:

Steve Harriott (SH)	Chair (Independent)
Jenny Murley (JM)	Independent Member
Kevin Fitzgerald (KF)	Independent Member
Gill Eastwood (GE)	CRT Representative

Apologies

Janet Hogben (JH)	CRT Representative
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In attendance:

Andrew Walker (AW)	Ombudsman
Yetunde Salami (YS)	CRT Assistant Company Secretary (minutes)

Action

1. Welcome & Apologies

Apologies noted as above.

It was noted that notice of the meeting had been given to all members entitled to receive it.

Declarations of interest

Gill Eastwood declared her interest as the Trust's Head of Governance, Audit & Risk.

Janet Hogben declared her interest as a CRT Trustee and as a resident of a flat in a block of flats by Regent's Canal at Kings Cross.

No other interests were declared.

2. Minutes of the Meeting held on 8 December 2017

- 2.1 Members present noted and adopted the minutes of the meeting as an accurate record of that meeting.

3. Matters Arising

- 3.1 **Redacted**

4. Report of the Waterways Ombudsman to the Committee

- 4.1 AW gave highlights of his report and talked through his caseload as at 29th March 2017. It was noted that currently one case and two enquiries are open, it is expected that the enquiries will be converted to cases.

Redacted

In an extensive discussion, it was noted/agreed that:

- It is important that points raised by AW in relation to delays to responses from the Trust are reported to the Trust, as delays would affect AW's role in effectively adjudicating cases. Redacted. Members suggested that the Trust might consider different modes of engaging with cruisers e.g. via Twitter and text messages
- Redacted
- Redacted

GE

Members noted that ADR regulations require that an investigation should be completed within 90 days unless it is complex. AW explained that the 90 days start day is calculated from the date on which what is known as the completed case file is received. He said that even if he later needed to seek further evidence, as a pragmatic decision he had decided to start the clock when he had sufficient evidence to start the investigation. The Committee agreed that this was appropriate.

ADR Approval: The Scheme's approval by the Chartered Trading Standards Institute as a consumer ADR body had been renewed following the annual review.

Ombudsman Association Revalidation: Issues around revalidation would be progressed as the process continues.

AW

Tracking Recommendations: AW stated that he always notifies the Trust of remedies and financial awards. It is important that the implementation of the remedies are tracked within the Trust. AW will alert GE of issues requiring separate monitoring.

5. Ombudsman Association Guide to Principles of Good Complaint Handling

- 5.1 The Committee noted and agreed the principles of the guide.

6. Update on Customer Service Tracking

- 6.1 The Committee noted that feedback had been positive and commended AW for this.

7. Financial Update

- 7.1 The Committee noted the financial update.

8. Any Other Business

8.1 None.

9. Close of Meeting

9.1 There being no further business, the Chair closed the meeting at 12.40p.m.

Redacted

10. Dates of Future Meetings

10.1 Monday 3rd July 2017
Monday 6th November 2017

Chairman