

Allan Connarty  
IDRS Ltd  
via email

02 July 2008

Dear Mr Connarty

**Postal services redress scheme**

Thank you for IDRS Ltd's application seeking approval for a redress scheme for postal services. Thank you also for your letters of 27 and 30 June and your time during the meeting with my colleagues on 30 June 2008 providing further information and clarification in support of your application.


On behalf of the Postal Services Commission, I am pleased to approve the IDRS Ltd scheme on the proviso that the commitments set out in your application and subsequent letters are met. This approval is given in accordance with Part 2 of the Consumers, Estate Agents and Redress Act 2007 (CEAR Act) following a thorough assessment of IDRS Ltd's application and supporting information.

I appreciate that as the scheme is developed, IDRS Ltd will need to discuss and agree certain details, such as funding, with licensed postal operators and I look forward to being kept informed of the scheme's progress. However, if IDRS Ltd at any time intends to amend any of the principles set out in IDRS Ltd's application, I would expect Postcomm to be notified in advance of any such change. Postcomm can then consider whether the scheme will still meet the approval criteria. Part 2 of the CEAR Act sets out provisions for withdrawing approval and Postcomm's decision document<sup>1</sup> sets out the process it would follow.

As set out in the approval criteria, Postcomm will review the annual reports produced by the scheme and my colleagues will work with you to develop any additional reports which Postcomm might require from the scheme.

Thank you for your co-operation in clarifying and resolving issues with your application and I wish you good luck with the scheme.

Yours sincerely



**SARAH CHAMBERS**  
CHIEF EXECUTIVE

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<sup>1</sup> Criteria for the approval of redress schemes in postal services – a decision document. April 2008.