

Water Sector ADR Panel

Meeting 37

at Water UK 36 Broadway, London SW1H 0BH

[Wednesday 27 November at 2.30pm](#)

AGENDA

Present: Sandra Webber (Chair) Joe Brownless Daksha Piparia Sir Tony Redmond		
In attendance: Shona Flood (Sec) Apologies Louise Beardmore Claire Forbes		
Item	Title	Who
1.	Approval of minutes of panel meeting on 12 September 2019 (attached) and actions arising including 8-week deadline	All
2.	Standing items: a. the service provider's monthly report b. anonymised decisions c. customer satisfaction data	All
3.	Tender programme update	SF
4.	Update on Panel recruitment	SW
5.	Update on website	SW
6.	Update on NHH trial proposed at last meeting	SF
7.	To discuss a publication policy	SW
8.	AOB	