

**Water Sector ADR Panel**

**Meeting 42**

**Via conference call due to Corvid 19 restrictions**

[Tuesday 6 October 2020 at 2.00pm](#)

**AGENDA**

Present: Sandra Webber (Chair) Louise Beardmore Susan Bradford Claire Forbes Daksha Piparia Sir Tony Redmond		
<b>In attendance:</b> Shona Flood (Sec) JP Azzi and Holly Quinn, CEDR (Items 5 & 6) <b>Apologies</b> Katie Taqvi		
<b>Item</b>	<b>Title</b>	<b>Who</b>
1.	Approval of minutes of panel meeting on 1 July 2020	All
2	Matters arising: a. Invitation to representatives from CCW and ADR Group: see item 4 below b. Slides from workshop session c. Publication Policy: see item 8 below d. CCW expanded narrative in applications e. Annual Report circulation	
3.	Standing items: a. the service provider's monthly report b. anonymised decisions c. customer satisfaction data	All
4.	Contract implementation update	SF
5.	Case Management System	CEDR
6.	Preliminary decisions	CEDR
7.	Longer term reform of water sector complaints structure	SW

8.	Publication Policy	SW/All
9.	Panel Recruitment	SF
10.	AOB Next meeting dates	All