

Water Sector ADR Panel

Meeting 43

Via conference call due to Corvid 19 restrictions

[Mon 11 Jan 2021 at 1.00pm](#)

AGENDA

Present: Daksha Piparia (Chair) Louise Beardmore Susan Bradford Claire Forbes Sir Tony Redmond Katie Taqvi Claire Whyley		
In attendance: Shona Flood (Sec) JP Azzi (item 4a&c) Apologies		
Item	Title	Who
1.	Welcome & declaration of interests	DP/CW
2.	Approval of minutes of panel meeting on 6 October 2020	All
3.	Matters arising: a. Review of ADR providers to water companies b. Update on 8 week referral period c. Feedback from CEDR re webchat d. Publication policy amendment now on RWD website	DP/SF
4.	Standing items: a. the service provider's monthly report b. anonymised decisions c. customer satisfaction data (Oct 2020 onwards part of monthly report)	All
5.	Preliminary decisions trial update	DP /SF
6.	Longer term reform of water sector complaints structure: see also item 7: 'Putting things right'	DP
7.	AOB <ul style="list-style-type: none">• Format of actions/issues log• End to End review	All

	<ul style="list-style-type: none">• Work streams:<ul style="list-style-type: none">○ Response to 'Putting things right'○ Annual review: format & content○ Annual end to end review○ Panel Terms of Reference○ Panel Development <p>Next meeting dates: provisionally:</p> <ul style="list-style-type: none">• 26/03/21: 10am• 25/06/21: 2pm• 01/10/21: 10am• 06/12/21: 2pm	
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