

## Water Sector ADR Panel

### Meeting 45

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

[Friday 25 June 2021 at 10.00am](#)

### AGENDA

Present: Daksha Piparia (Chair) Susan Bradford Anton Gazzard Claire Forbes Claire Whyley		
<b>In attendance:</b> Shona Flood (Sec) <b>Apologies</b> Louise Beardmore Emma Clancy		
<b>Item</b>	<b>Title</b>	<b>Who</b>
1.	Welcome & declaration of interests	DP/AG
2.	Approval of minutes of panel meeting on 26 March 2021	All
3.	Action Log: <ul style="list-style-type: none"><li>• Terms of reference</li><li>• Preliminary decisions trial update</li><li>• GDPR breach: report by CEDR</li><li>• Accessibility</li></ul>	DP/SF
4.	Standing items: a. quarterly report (draft format for discussion) b. anonymised decisions c. customer satisfaction data (extract from monthly report)	All
5.	E2E: review and observations	DP/CW
6.	Annual statistical review	All
7.	AOB: recruitment of additional independent member Next meeting dates: provisionally: <ul style="list-style-type: none"><li>• 01/10/21: 10am*</li><li>• 06/12/21: 2pm</li></ul>	All

\*TBC