

Water Sector ADR Panel

Meeting 47

[Via MSTeams](#)

[Monday 6 December 2021 at 10.00am](#)

AGENDA

Present: Daksha Piparia (Chair) Susan Bradford Emma Clancy Claire Forbes Anton Gazzard Claire Whyley		
In attendance: Shona Flood (Sec) Sally Ainsworth Apologies Louise Beardmore		
Item	Title	Who
1.	Approval of minutes of panel meeting on 7 October 2021	All
2.	Action Log: a. Accessibility: interim update from CEDR b. Customer satisfaction survey questions c. Response to CCW consultation re fast tracking	SF
3.	Standing Items: a. Insights report: feedback from stakeholder event and timetable for future reports b. Decisions c. Customer satisfaction survey results	DP/CW/ SF
4.	Scheme Rules: 1. Response to proposed change re insurance related matters 2. Review of set aside mechanism	SF/All
5.	AOB 1. Update on complaints future landscape	All
6.	Future meeting dates: 28/03/22: 10am 14/07/22:1:30pm 28/09/22: 10am 08/12/22: 1:30pm	