

## Water Sector ADR Panel

### Meeting 49

[Via MSTeams](#)

[Thursday 14 July 2022 at 1:30pm](#)

### AGENDA

Present: Daksha Piparia (Chair) Claire Forbes Anton Gazzard Patrick McCart Jane Taylor Claire Whyley Elsa Wye		
<b>In attendance:</b> Shona Flood (Sec) Claire Thomas (nominee for Emma Clancy) <b>Apologies</b> Susan Bradford Emma Clancy		
<b>Item</b>	<b>Title</b>	<b>Who</b>
1.	Welcome to new Panel Members	
2.	Approval of minutes of panel meeting on 28 March 2022	All
3.	Action Log: a. Accessibility: update on progress. See also AOB b. Recruitment update: see item 1	SF
4.	Standing Items: a. 2 <sup>nd</sup> Insights report b. Decisions c. Customer satisfaction survey results	SF SF SF
5.	Draft Annual Review	DP/SF
6.	AOB 1. Update on complaints future landscape 2. E2E 3. Change to CMS provider	CT DP/CW/AG
7.	Future meeting dates: 28/09/22: 10am	

	08/12/22: 1:30pm	
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