

Water Sector ADR Panel

Meeting 50

100 St Paul's Churchyard, London, EC4M 8BU

[Wednesday 28 September 2022 at 10:30am](#)

AGENDA

Present: Daksha Piparia (Chair) Susan Bradford Emma Clancy Anton Gazzard	Patrick McCart Jane Taylor Claire Whyley Elsa Wye
Apologies Claire Forbes	In attendance: Shona Flood (Sec) Kate Raybould (Comp Sec, RWD)

Item	Title	Who
1.	Approval of minutes of panel meeting on 28 March 2022 and note of panel meeting on 14 July 2022	
2.	Action Log: a. Summary of L&M recommendations b. Summary of user testing undertaken c. Removal of reference to specific monetary limits on application form (section 7.4) d. Cross referencing of customer feedback against work being undertaken by Hex e. Cross referencing of customer feedback against process queries	SF
3.	Standing Items: a. Interim Insights report b. Decisions c. Customer satisfaction survey results	SF SF SF
4.	Draft End to End Report	DP/CW/AG
5.	AOB 1. Update on complaints future landscape 2. Dates for meetings 2023 and work streams	EC All
6.	Future meeting dates: 08/12/22: 1:30pm (virtual)	