

## **Water Sector ADR Panel**

### **Meeting 48**

[Via MSTeams](#)

[Monday 28 March 2022 at 10.00am](#)

### **AGENDA**

Present: Daksha Piparia (Chair) Louise Beardmore Susan Bradford Emma Clancy Claire Forbes Anton Gazzard Claire Whyley		
<b>In attendance:</b> Shona Flood (Sec) [John Munton and JP Azzi : item [] <b>Apologies</b>		
<b>Item</b>	<b>Title</b>	<b>Who</b>
1.	Approval of minutes of panel meeting on 6 December 2021	All
2.	Action Log: a. Accessibility: see item [4] b. Customer satisfaction survey questions: updated as requested c. Customer feedback re CMS: CEDR actions in response d. Recruitment update e. Scheme Rules: amendment re insurance claims <a href="https://www.cedr.com/wp-content/uploads/2022/01/Watrs-Scheme-Rules-Feb-2022.pdf">https://www.cedr.com/wp-content/uploads/2022/01/Watrs-Scheme-Rules-Feb-2022.pdf</a>	SF
3.	Standing Items: a. 2 <sup>nd</sup> Insights report and stakeholder event b. Decisions c. Customer satisfaction survey results	All SF SF
4.	Accessibility update	JM/JPA
5.	AOB 1. Update on complaints future landscape 2. E2E 3. Annual review	

6.	Future meeting dates: 14/07/22:1:30pm 28/09/22: 10am 08/12/22: 1:30pm	
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