

creating a better place



Environment
Agency

Mr Peter Allen
ISM Ltd
Kenyon Street
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Our ref: FG/ISM

Date: 27 January 2011

Dear Peter

Focusing on our customers

As part of our ongoing aim to provide first class customer service we are proposing to hold a series of informal meetings with a number of our customers.

We would like to invite you, or a member of your team, to join us for a discussion about the service you receive from us and how we can improve. For example, what would you like to see more or less of? And what can we improve?

We are holding a meeting on Thursday 17 March between 2pm and 4pm at our Birchwood office in Warrington, and we would be extremely grateful if you could attend.

Your feedback is important to us and by working together we hope to be able to provide you with a great level of service.

We will contact you by telephone in the next few days to confirm your availability. Alternatively, if you would like to contact us please do so by telephoning Paul Gates on 01925 543339.

Yours sincerely

Natalie Walsh
Customer Services Team Leader

