



10 DOWNING STREET
LONDON SW1A 2AA

THE PRIME MINISTER

July 6th 2009

Dear Deborah

I am delighted to learn that your organisation has recently achieved the Customer Service Excellence standard.

Please pass on my congratulations to everyone involved – to be recognised for this challenging standard is a tribute to your organisation's customer service culture.

Your achievement demonstrates that you have recognised the importance of developing an in-depth understanding of your customers' needs. Consultation and customer insight is vitally important if we are to continue to make the improvements we all want to see in public services.

I wish you continued success in the work with which you are engaged.

Gordon Brown

Mrs Deborah Shackleton