

HM Young Offender Institution
York Road
Wetherby
West Yorkshire
LS22 5ED



INVESTORS IN PEOPLE

Mr J Proctor
JP Office Furniture Ltd
269 Tong Road
LEEDS LS12 4NQ

Dear Mr Proctor

I am writing to ask you to pass on our thanks to your staff. On Wednesday last week I telephoned to enquire about availability of desks. We had discovered that morning that three of our desks had been damaged and thrown in a skip by contractors during refurbishment. If that wasn't bad enough we were due to move back into our office on the Friday.

My first contact was Dawn who assured me that desks were in stock and that she could arrange delivery and installation on Friday. On Friday the van was at the gate and the two chaps could not have been more helpful and cheerful. They did a very professional job with good humour and were soon finished. We are very pleased with the quality and value of the furniture, but the service we received from your company was exemplary. We cannot thank everyone involved enough.

Yours sincerely

Helen Cooper
Corporate Affairs
HMYOI Wetherby