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Private and Confidential
To Whom it may concern

Dear Colleague

I have used the services of 'Making a Difference' on several occasions when I've needed independent help with the resolution of disputes and conciliation casework.

Marilyn and her colleague Thelma have extensive and sound knowledge of employment law and have particular specialist knowledge in the education sector.

Marilyn's approach and presentation is clear and honest and she has a way of identifying the real issues that may have been missed or overlooked in the process.

However, my fundamental reason for returning to Marilyn's company is her absolute integrity in whatever she does. Her focus is always to achieve the conclusion that is fair and right and I have complete trust and confidence in her work.

Yours sincerely

Diane Parkhouse

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Schools' HR Lewisham – Business Manager