

**Simone Chinman Russell**  
**Corporate Director**  
**Housing & Communities**

Reply To: address as  
below  
Our Ref: JP/ 2021  
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By email:

To whom it may concern:

This council recently retained the services of Marilyn Smyth to undertake a complex investigation on our behalf.

Marilyn was extremely thorough; she very quickly identified the key issues and who she needed to interview. Marilyn was professional throughout, building rapport with the HR team, and reassuring witnesses who were worried about discussing a sensitive matter. She swiftly brought the case to a conclusion. This saved the Council a lot of time, money and any further impact on the morale of staff in the team concerned.

We would not hesitate to use Marilyn again in the future, and would recommend her to those needing the services of a professional investigator or mediator.

Yours faithfully



Janet Pilbeam  
Human Resources Manager

**Classification: Personal/Sensitive**

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