

Freedom Pass Review'
Scrutiny Team
Room 16 Town Hall
Peckham road
London
SE5 8UB

Sybil Reid
Learning & Development Coordinator
14-16 Verney Road
London
SE16 3DZ

09/07/08

RE: Freedom Pass

To whom it may concern;

I work alongside numerous Southwark residence at Action for Blind people issuing support with filling out application forms and confirming relevant additional paperwork were attached. I doing this I was the main contacted for any issues that occurred; therefore it was I that saw:

- The Customer Service given/received to myself were/still below standards
- Clients had not received confirmation of receipt or allocation of where and when to collect renewed freedom pass
- I was referred through the wrong departments when calling to query delays
- When department was busy I left messages I was informed messages would be sent through to relevant department and would receive a phone call (No phone calls received)
- When applications were not received by applicant I/applicant were not informed why application were not sent and told application would be sent in post (application not received)
- Supporting information requested with application form have not been sent back to recipient, and when chased with department I was informed it was not priority and told that it was at the bottom of there list.
- There was lack of communication between departments as applicant had handed in application form to one stop shop and was informed by main office they had no record of application received.

If you require anymore information please don't hesitate to contact me on 02076354944.

Yours sincerely

Sybil Reid
Learning & Development Coordinator