

Dear Customer

West Lothian Council is committed to providing excellent services for our customers.

We want to encourage our customers to tell us when our employees do something truly outstanding.

So if you feel they have surpassed your expectations, why not nominate them for a WOW! award.

It's easy - you can fill out this form or nominate on-line at www.westlothian.gov.uk/contact_us/

They will also be considered for the National Customer Service Award 2008.

Thank you for helping us to recognise employees who consistently provide excellent services to customers.

who deserves a **WOW!** Award?

Who are you nominating?

Where do they work?

What impressed you about the service you received?

your details

Name:

Address:

Telephone number or e-mail:

All personal data will be held in the strictest confidence. You may be contacted for confirmation should your nominee(s) be put forward for a National Customer Service award.