

Marshall Construction Ltd and Alzheimer's Society United Against Dementia



Mr C M Ker
Marshall Construction Ltd
Marshall House
Huddersfield Road
ELLAND
HX5 9BW

Alzheimer's Society
Scott Lodge
Scott Road
Plymouth PL2 3DU

Website
alzheimers.org.uk

14 June 2019

Dear Mr Ker

Like you, people are at the heart of everything we strive for. With your support, we can take the fight to Dementia – together. A huge thanks to all the amazing people at Marshall Construction Ltd who have, today, shown that, when we work together, we can achieve such amazing things. We are all united against dementia. Thank you for partnering with us and investing in our cause with a generous donation of £811.85. We will ensure that we make every penny count to drive our crucial work.

Dementia devastates lives. By 2021, 1 million people will be living with the condition. But dementia won't win. Until the day we find a cure, Alzheimer's Society will be here for anyone affected by dementia – wherever they are, whatever they're going through. Everything we do is informed and inspired by them.

We'll make sure that your donation is put to good use, whether it's spent on campaigning activity to stand up for people with dementia, funding research to develop a cure, or delivering vital services across the UK; it's going to make a huge difference.

Just one of the vital services we provide is Side by Side where we focus on the individual needs and personalities of people with dementia, allowing them to continue doing their favourite activities and making sure people living with dementia don't feel alone.

'After a whole year of not going out, I now can't imagine staying indoors.' – Val, living with dementia, using Side by Side

We're taking on dementia to put a stop to it, any way we can.

Once again, thank you. With your help we hope to one day win the battle against dementia.

Yours sincerely

Saul Scarry
Customer Care Administrator

Our promise to you:

When we receive a donation from you

We promise to send a letter, email or telephone you to acknowledge receipt of your gift within 10 working days of receipt by the Society.

When you send us a letter or enquiry through the post to Customer Care*

We promise to send a response to you within 5 working days, from a named member of our team.

If we are unable to give you a full response within 5 working days we promise to contact you with the name of the person managing your enquiry and how long they will need to give you a complete response.

When you e-mail us at enquiries@alzheimers.org.uk

We promise we will reply to your e-mail within 2 working days—If we are unable to give you an answer straight away, we'll confirm receipt and keep you up to date with any developments.

When you call our Customer Care line 0330 333 0804

We promise to pick up the phone within 5 rings or give you the option to leave us a message and/or provide us with an alternative contact. If you leave us a message, we promise we'll get back to you (or your alternative contact) within 1 working day.

When you give us praise, comments or have a complaint about fundraising

We promise to capture your comments and, where appropriate, record the information in a way that can help us evolve and improve the way we provide customer service to you and others in future.

Above all, we promise to always act with integrity and treat everyone with respect, dignity and fairness.

In Customer Care we are always ready to answer any questions you might have about supporting Alzheimer's Society. If you would like to contact us, you can do so by calling **0330 333 0804** (Monday to Friday, 9 am to 5 pm), sending an email to enquiries@alzheimers.org.uk or by **post***.

Alzheimer's Society will not pass your details on to any other organisation. We'd love to stay in touch about everything we're doing to lead the fight against dementia (including fundraising, campaigning, services, research and volunteering). If you would prefer not to hear from us please contact us by phone, email or **post*** as above.

To ensure a quick response please send all donations and correspondence to the address below:

*Alzheimer's Society, Scott Lodge, Scott Road, Plymouth, Devon, PL2 3DU.