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**PETER SKELTON**

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Ref: Dikeletsong Citizen's Advice Bureau.(DCAB)

To whom it may concern

I have been associated with DCAB for about four years and I am extremely impressed with the work that they do.

The permanent staff are very efficient in dealing with the problems of people who arrive on a daily basis. They either solve the problem, follow up or direct the client to another organisation specialising in the type of case.

The range of cases that come to DCAB is huge: from pension queries to educational information to health matters.

The organisation uses volunteers who are not only trained in the system but also how to deal with people in an understanding, professional and empathetic way which will stand them in good stead for any occupation they may follow.

Yours faithfully

P.J.F. SKELTON.