



Sir/Madam
Seaton Delval First School
Western Avenue
Seaton Delaval
WHITLEY BAY
NE25 0EP

Alzheimer's Society

Scott Lodge
Scott Road
Plymouth
PL2 3DU

Website

alzheimers.org.uk

18 December 2020

Dear Sir/Madam

What a fantastic group of Elves you are! Thank you for paying in your fundraising from your Elf Day extravaganza! We hope you had fun 'elf-ing' around with your fellow Elves. Your support is greatly appreciated and invaluable and we would be grateful if you could pass on our thanks to everyone at Seaton Delval First School.

We've received the tremendous £91.00 you raised for Elf Day. That means more research, more support and more hope for people with dementia.

Every three minutes someone in the UK develops dementia – that's 225,000 people this year alone. Dementia makes it harder for people to maintain relationships with friends and family and many of those affected may experience a lonely Christmas.

'Some friends and even family I told about my dementia just walked away and never spoke to me again. I felt hurt and wanted to say 'you can't catch Alzheimer's. This is happening to me not you.' Jean, (76)

As always, our Customer Care Elves are available to help you with any queries you may have about Elf Day. Please contact our Elf-Line on 0330 333 0804 or via elfday@alzheimers.org.uk

Yours sincerely,

Katy Rousell
Customer Care Administrator

Date: 4.1.21

Received By:

Date:

Assigned By:

A world without dementia

Alzheimer's Society is a registered charity in England and Wales (296645) and the Isle of Man (1128)
A company limited by guarantee, registered in England and Wales (2115499) and the Isle of Man (5730F)
Registered office: 43-44 Crutched Friars, London EC3N 2AE.

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.**