



MORRISONS

31<sup>st</sup> July 2009

316/Garner/80452/hd

Mr J Garner  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Mr Garner

Thank you for your letter regarding the problems you have experienced whilst trying to park in our Mother and Toddler spaces at our Sidcup store. Please accept our apologies.

We always seek to ensure that shopping in all our stores is as comfortable and convenient an experience as it can possibly be, for all our shoppers and are recognised for our commitment to providing high standards of facilities and service to our shoppers with additional requirements.

As you are aware, we provide allocated car parking spaces for our customers with disabilities and parents with children. It is a sad reflection on society today that there are so many people who show such little consideration for these genuine shoppers and selfishly take up these specially designated spaces. Although we do rely on the courtesy of our customers to do as they are asked, we also do everything possible to ensure these spaces are used correctly. Trolley attendants regularly patrol our car parks. If anyone is observed parking in one of these spaces without the appropriate permit, they will be asked to move their vehicle or a notice will be placed on the windscreen advising the owner of their transgression.

It will be reiterated to all our car park staff the importance of policing these areas regularly and we are confident that by doing this we can reduce the amount of people using these spaces unfairly.

Thank you once again for writing to us. I do hope that I have been able to offer you the reassurance you seek and again assure you that we are wholly committed to providing the highest standards of care and attention at all times to all our shoppers.

Yours sincerely

Kyle Shah  
Customer Service Advisor  
Morrisons Customer Service  
Tel: 0845 6116111

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