



COLLINGWOOD SCHOOL

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TO WHOM IT MAY CONCERN

Kevin Graham of Lookout Management Inc., recently completed a parent satisfaction survey for us.

His reassured, calm approach allayed my initial scepticism and apprehension. The whole process was efficient, businesslike, non-judgemental and effective.

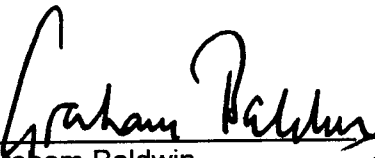
We now have a host of useful data, lucidly explained.

Some of it is surprising, indicating that people sometimes speak differently for themselves than through their representatives.

Kevin is calm, professional and expert. The whole process is painless and valuable. We shall certainly repeat it at regular intervals.

I can recommend his services without hesitation and will be happy to speak to any prospective clients.

Signed:


Graham Baldwin
Headmaster

GB:jmcg