



Ms. Teresa Walsh
Director of Corporate, Human Resources and Library Services
South Dublin County Council,
County Hall,
Tallaght,
Dublin 24.



16th September 2011

Dear Ms. Walsh,

Thank you for your letter detailing the motion passed by the Council and its invitation to attend a meeting of the Operations, Procedures and Finance Committee.

I note your reference to the fact that the Committee deals with the operational and financial issues of the Council. I do not see how that function and remit relates in any way to Greyhound's operations as a privately owned company.

I have noted the concerns expressed by councillors and would be pleased to discuss our pricing structure at any meeting attended by all of the representatives from the other privately owned waste management companies operating in the market.

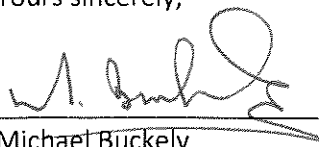
I believe that such a meeting would provide an excellent forum for Greyhound to discuss its pricing structure and to clearly demonstrate how we are providing residents in South County Dublin with the cheapest prices and best value in the market.

I am pleased to advise the Council that Greyhound is committed to the highest standards of customer service and to providing our customers with a direct means of contacting the company should they have any concerns about the service that we provide.

Council members are welcome to direct any resident or Greyhound customer expressing any concerns about the service that we provide to our Customer Service Department by telephoning 1890 929 333, faxing +353 1 457 1234, or by emailing customer care@greyhound.ie.

I have every confidence that the team at our Customer Care Department can address any such concerns to the satisfaction of our customers.

Yours sincerely,


Michael Buckley
CEO