Personnel

DIVERSIFIED investigations, llc
the beginning of the end.

To: Mayor + Council
FYI

November 16, 2009

Menasha Police Department
Attn: Chief Robert Stanke
430 First Street
Menasha, Wisconsin 54952

Dear Chief Stanke,

I am the owner of DIVERSIFIED investigations, llc, a private investigative company located in Appleton, WI. We conduct pre-employment/volunteer background checks for local non-profit agencies such as Big Brothers Big Sisters and quite a few local school districts. Part of our background check includes sending open records requests to local law enforcement agencies where the individual has lived in the past 7 years.

I wanted to express to you how diligently Rhonda Scovronski responds to our requests in spite of other priorities that she likely faces in the records department of your law enforcement agency.

Since I have been conducting backgrounds of this nature for over 6 years and routinely contact law enforcement agencies across the United States, I know that it is not necessarily the norm to be treated as well as I am treated. Rhonda may shrug this compliment off as "simply doing her job," but I want to draw attention to her customer services skills because they specifically adhere to our company values: relationships, integrity and performance. You have clearly got a great employee on your staff.

Please pass along my personal thank you to Rhonda Scovronski.

Respectfully submitted,

Nancy Lamers

Nancy Lamers, owner/member
DIVERSIFIED investigations, llc
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