European Union Africa Support Agency

Personnel Department

October 11, 2011

Management Director

Food and services Company

Arc the Triumph Street

Kampala

Dear Sir,

I am the Chief of the personnel, support and services of the European Union Agency for the development of Human Rights in Kampala. Unfortunately I am writing to complaint about the poor efficiency of the services contracted with my agency.

Some weeks ago I have observed that the quality and the quantity of the auxiliary personnel to attend our dining room installations is decrease in number and do not accomplish the conditions fixed in the agreement signed between our organizations.

This matter has been communicated several times to your representative and to you, in order to solve these deficiencies, but these going on. In our last telephone contact you told me that the reason of these deficiencies are the difficulties to find adequate personnel to cover the necessities for the kitchen and you promised me that this question will be solve immediately. Nevertheless the situation remains and, in fact, there are not enough personnel to attend the dinner room as we agree. You know that for us it is critical the good service in our facilities in order to carry out our duties in the best possible conditions.

Maybe if you would negotiated with your personnel to obtain an agreement about their job conditions and you would have adopted several initiatives, such as change the composition of some dishes, increment the auxiliary personnel or give more incentives to your workers, probably you would be able to accomplish our contract in all his terms, but the service is not in the adequate level at present.

Due to the situation keep on, I have no other choice that rescind your contract with my organization and initiate legal actions in order to get a compensation for the inadequate service that you have provided us during the latest weeks.

Yours faithfully

David García