



Companies House

**AR01** (ef)

**Annual Return**



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**X330K5R4**

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*Company Name:* **INSTITUTE OF CUSTOMER SERVICE**

*Company Number:* **03316394**

*Date of this return:* **11/02/2014**

*SIC codes:* **94120**

*Company Type:* **Private company limited by guarantee exempt under section 60**

*Situation of Registered Office:* **CARNIVAL HOUSE 5 GAINSFORD STREET  
LONDON  
UNITED KINGDOM  
SE1 2NE**

**Officers of the company**

## *Company Secretary 1*

Type: **Person**  
Full forename(s): **MR WILLIAM**

Surname: **LEONARD**

Former names:

*Service Address recorded as Company's registered office*

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## *Company Director 1*

Type: **Person**  
Full forename(s): **MS JOANNA ESTHER**

Surname: **CAUSON**

Former names:

*Service Address recorded as Company's registered office*

Country/State Usually Resident: **UNITED KINGDOM**

Date of Birth: **07/11/1967**                      Nationality: **BRITISH**  
Occupation: **CHIEF EXECUTIVE**

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*Company Director* 2

*Type:* **Person**  
*Full forename(s):* **MS MARY MADELINE**

*Surname:* **CHAPMAN**

*Former names:*

*Service Address:* **22 ADDISON GROVE  
LONDON  
W4 1ER**

*Country/State Usually Resident:* **ENGLAND**

*Date of Birth:* **09/03/1949** *Nationality:* **BRITISH**

*Occupation:* **NON-EXECUTIVE DIRECTOR**

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*Company Director*    **3**

Type:                                **Person**  
Full forename(s):                **MR OKE AMOGU**

Surname:                         **ELEAZU**

Former names:

*Service Address recorded as Company's registered office*

*Country/State Usually Resident:*   **ENGLAND**

*Date of Birth:*   **16/12/1967**                                *Nationality:*   **BRITISH**

*Occupation:*     **DIRECTOR**

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*Company Director*    **4**

Type:                                **Person**  
Full forename(s):                **MR GILES JAMES MARTIN**

Surname:                         **HAWKE**

Former names:

*Service Address recorded as Company's registered office*

*Country/State Usually Resident:*   **UNITED KINGDOM**

*Date of Birth:*   **05/11/1969**                                *Nationality:*   **BRITISH**

*Occupation:*     **DIRECTOR**

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*Company Director*    **5**

*Type:*                      **Person**

*Full forename(s):*        **MR GRAHAM WILLIAM**

*Surname:*                **HEALD**

*Former names:*

*Service Address recorded as Company's registered office*

*Country/State Usually Resident:*   **ENGLAND**

*Date of Birth:*   **02/06/1966**

*Nationality:*   **BRITISH**

*Occupation:*    **DIRECTOR**

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*Authorisation*

*Authenticated*

*This form was authorised by one of the following:*

Director, Secretary, Person Authorised, Charity Commission Receiver and Manager, CIC Manager, Judicial Factor.