

Inadequate Belated Response from Woolworths HR

by mod *Wednesday, Dec 10 2014, 6:06am*

international / prose / post

Isn't it always the way with corporate upper management to avoid directly responding to issues and complaints that compromise them and expose THEIR incompetence and unfair practices; we are unable to publish the content of the letter to the complainant due to restrictions, however, we are able to divulge that Woolworths' HR 'director', David Guise, who is clearly responsible for dealing with the situation to the best of his 'ability', has instead attempted to delegate the matter and refer it on to the operations manager -- 'too hot to handle' issues usually result in avoidance and 'buck-passing' in corporate environments and Woolworths is no exception, a very poor show indeed.



Large corporations today are trained to ignore valid complaints hoping that the complainant will eventually give up; while that is unfortunately the case seventy percent of the time, in instances where gross irregularities occur a small percentage of complainants with high moral and ethical standards persist until justice is done and a fair resolution is reached. The solution to the appalling performance of upper managers is of course to hold the top manager to account for the failures of his underlings and that is the CEO who answers to the Board of Directors, which will not be impressed with his managerial performance on the 'golf course' or on the job!

Latest letter to Woolworths CEO, Grant O'Brien, which was posted on the staff notice board, follows:

REGISTERED MAIL

10 December, 2014

Grant O'Brien
CEO Woolworths Ltd
PO Box 8000
Baulkham Hills NSW 2153

Dear Mr O'Brien,

RE: WORKPLACE BULLYING, HARASSMENT AND VICTIMISATION

I refer to previous correspondence in the above matters and note that I have recently received a long overdue (inadequate) response dated 5 December, from your Mr Guise who failed to address the issues raised in my initial correspondence, no detailed

acknowledgement of the [serious issues raised](#) has been forthcoming from Woolworths Ltd to date, which failure is in stark contrast to the Woolworths “Code of Conduct” document, particularly regarding staff relations, published by the company.

In view of the appalling failure of company upper management to deal adequately with these serious issues I advise that I would be forced to seek an external remedy if a detailed response is not forthcoming within fourteen days.

You sir, are the CEO of the company and your inaction clearly compromises Woolworths Ltd, which now faces legal action and an indefensible media awareness campaign. I sincerely hope that you act to safeguard the brand and reputation of Woolworths Ltd before it becomes a matter of social discourse and community disgust.

Please also be advised that this letter will be posted on the staff notice board and circulated to the board of directors.

Yours faithfully,

Background and full history, including “Code of Conduct” document, available [here](#).

See also:

<http://www.bbc.com/news/business-29838759>

Former employee statement [here](#).

<http://colescomplaints.zapto.org/>

Jungle Drum Prose/Poetry. <http://jungledrum.lingama.net/news/story-1382.html>