

Coles Supermarket Fails to Adequately Respond to Valid Customer Complaints

by Editorial team - Jungle Drum Newswire *Friday, Feb 15 2013, 1:14am*

international / prose / post

We have obtained a copy of an email written to 'Coles Customer Care' requesting that serious issues be addressed and remedied. Months have passed since the original complaint was made and yet the complainant, despite numerous previous requests, has not received any adequate responses from Coles management.

Email printed below with permission:



Dear M - -----,

I refer to my legitimate complaint and to previous communications and [publications](#) in relation to that matter.

Further to my previous email advice that the situation would escalate if not addressed adequately, I refer you to two recent mass media reports (links below) and would mention this is only the beginning, as you failed to heed good advice from the start.

If those persons responsible for implementing needless, labour intensive, counter-productive and added risk work practices, continue to avoid direct formal inquiries as to their identities then clearly they would jeopardise their future careers in the broad Australian corporate sector.

Attempting to avoid responsibility is both cowardly and infantile and clearly compromises public and investor confidence in Coles and its parent company Wesfarmers. Also please note, the identities of all responsible parties will be discovered and published by investigative sources in due course - that is an inevitability.

In conclusion, I am astounded and appalled at the level of managerial incompetence and lack of accountability displayed by Coles staff and directors to date.

You are again urged to remedy this situation as soon as possible.

Yours sincerely,

M- -- -----

<http://jungledrum.hopto.org/news/story-409.html>

<http://jungledrum.hopto.org/news/story-407.html>

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