

Email of complaint to Wesfarmers Coles Deplorable Management

by shopper *Saturday, Jul 6 2013, 1:10am*

international / prose / post

Wesfarmers Coles supermarket chain has recently been fined \$61,000 by the Australian consumer regulator (ACCC) for, "false, misleading and deceptive conduct."

It seems those issues are not the 'half of it,' according to a customer complaint email we have received for publication. Accordingly, and in the public interest, we have published the email below:



6 July, 2013

Ref/N: -----

Dear Sirs,

I refer to previous emails and your offensive disregard of my valid complaint; a simple matter that has remained unresolved for many months due to your well known -- among staff and management -- habitual disregard of certain complaints. However, please feel free to correct me and staff rumours by resolving this simple matter as soon as possible.

In the meantime, and as previously advised, your offensive and sordid un-Australian practices will be exposed to the Australian public at every available opportunity -- a situation which no retail corporation is able to withstand over an extended or ongoing length of time. Coles' management seem to be very hard learners. Nevertheless, I am a very patient and persistent person, as you have no doubt already discovered and will continue to serve the interests of the Australian public and the Australian work ethic while I wait for your management to adequately deal with the situation.

Clearly, the viability and reputation of your company is suffering (see additional links) and I have noted your irresponsible attitude of 'throwing large amounts advertising money' at what is clearly a systemic managerial/structural problem -- I would add that the offending manager that is responsible for creating this problem in the first instance remains at your Eastgate Bondi Junction Store; another reflection of a poor upper managerial/administrative response.

<http://jungledrum.hopto.org/news/story-679.html>

<http://www.abc.net.au/news/2013-07-02/supermarket-customers-angry-at-coles-over/4794304>

http://jungledrum.hopto.org/news/newswire.php?search_text=Coles&button=Search+%3E%3E

If you persist with your absurd and offensive disregard of this issue I would be inclined to submit a very accurate and damning (be assured) detailed report to the board of Wesfarmers and raise the

issue with shareholders -- of how a very simple issue escalated into a major problem due to inept management; notwithstanding dedicating a permanent website for complaints against Coles on the global Internet, as previously advised.

One way or the other you will learn, to your very great cost if necessary, not to hold the citizenry of Australia in contempt or callous disregard, as is clearly the approach of American Corporations.

Yours sincerely,

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Postscript:

Please note that due to your grossly impolite and offensive attitude of effectively ignoring my complaint, this email will be published as a prelude to the entire body of email correspondence being published in the public interest.

Jungle Drum Prose/Poetry. <http://jungledrum.lingama.net/news/story-681.html>