

Wesfarmers Coles -- Email Update II

by shopper *Tuesday, Aug 20 2013, 10:48am*

international / prose / post

The saga continues

Due to a reader complaint made to this site the following email response is now available.



Dear -- -----,

I refer to previous email correspondence regarding numerous complaints against Coles' management.

Please be advised that a complaint against me has been lodged via the website that carries the stories. It seems that the anonymous mailer considers my attacks on Wesfarmers Coles "unfair," as I have not afforded ample opportunity for Coles to make their case!

The complainant should be aware of your copyright restriction on emails, which I have made plain; nevertheless, in the public interest, I formally and openly INVITE Coles to clarify their position in relation to placing frost/ice INTOLERANT vegetables on ice display trays for extended periods after repeated and clear advice that numerous vegetables placed on ice are damaged thereby and their storage life drastically reduced AFTER PURCHASE.

I am sure that all Australian consumers that do not wish to be conned by Coles would be interested in Coles' detailed response and I can hardly wait to hear/read it myself!

Consumers and readers should also be aware that Coles' management has to date -- nine months AFTER the initial complaint -- FAILED to explain or REMEDY the situation.

In order to dispel any confusion, I volunteer the OBVIOUS, SIMPLE remedy/solution of placing frost INTOLERANT vegetables in (existing) frost free refrigerated cabinets according to previous, sensible policy. And as requested in a prior email (ignored by Coles' management) regarding accepting responsibility -- understand that numerous shareholders, Coles' floor staff, and others familiar with the situation, would all love to know the identity of the person that forced this idiotic policy onto hapless store managers and consumers alike.

If the person (IMBECILE) -- and it appears, despicable COWARD -- responsible for the policy of placing frost intolerant stock on ice tray displays imagines it such a brilliant idea, then why not take 'credit' for the 'innovation;' I am sure shareholders familiar with this issue and others would love to know his/her identity for purposes of 'congratulations, reverence and adulation!'

In the meantime Wesfarmers' entire board of INSULAR and ill-informed directors MUST accept RESPONSIBILITY for the proven gross incompetence of their cowardly managerial staff.

I hope the above effort satisfies anyone that imagines that I have not given ample and FAIR opportunity for everyone concerned to state their case and ACCEPT RESPONSIBILITY for THEIR ACTIONS!

Yours sincerely,

Mr -- -----

[The above text, in its entirety, will be emailed directly to Coles Customer Care, before 9am Wednesday the 21st of August, 2013.]

Jungle Drum Prose/Poetry. <http://jungledrum.lingama.net/news/story-760.html>