

## Wesfarmers Coles Complaints Dedicated Website

by shopper *Monday, Aug 26 2013, 1:55am*

international / prose / post

After open advice to Wesfarmers' Board and Coles' management -- over a NINE month period -- relating to a simple problem which remains unsolved, our undertaking to construct a dedicated website to handle VALID complaints against Coles from customers, staff, suppliers and contractors, should it fail to resolve this problem, which affects fresh produce shoppers and staff forced to deal with unnecessary ice tray displays that [damage stock](#), severely reduce storage life of frost INTOLERANT vegetables AFTER purchase and pose an OHS risk to staff and customers alike, we have been forced to bring the matter to the attention of the broader Australian community via the Internet. Please refer to the latest email advice to Coles' management below:



Dear Mr -----,

Please appreciate that we have been forced to create a web presence for complaints against Coles due to your/management's inability to remedy the simplest situation. Wesfarmers Board should also take note as their disconnected, insular or supremely arrogant attitude is likely to cost them severely in the future.

To date (and on record) Coles' arrogant and clearly damaging and inept policies -- please refer to linked website for details -- to ignore complaints and stubbornly refuse to remedy simple, OBVIOUS problems, which disadvantage and cost Australian consumers, is now entering an intermediate stage where it will impact heavily on the retail chain. However, please be acutely aware, as is evident in previous communications (on site) that you have brought this situation on yourselves and must take full responsibility for your actions.

We also note the huge number of existing websites dealing with complaints against Coles on the Internet. The game changer is of course those sites that attract the interest of the mass media and regulators and become a megaphone for the Australian public and a resource to which they constantly refer.

At this stage we are inclined to allow the situation to develop organically on the web, which also provides you with time to reconsider your actions and failures to date; however, a push will be applied if the situation necessitates such an action.

We also note that Coles has boosted Wesfarmers bottom line, a situation that may not be repeated due to the astonishing mismanagement and arrogance of Coles' managerial staff.

Be advised that our campaign has only just begun and be prepared for an ongoing fight until justice and fair play are observed -- we are prepared and equipped to fight for years if necessary.

Also, be advised that we are always receptive to positive suggestions and further negotiations with the view to a fair and just resolution.

Yours sincerely,

Mr -- -----

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

Please also be advised that all our communications may be published at our discretion at any time.



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Jungle Drum Prose/Poetry. <http://jungledrum.lingama.net/news/story-773.html>