

Dealing with "Deceptive" and Cowardly Corporates

by mod via stan - Coles Integrity Watch *Monday, Feb 3 2014, 11:57pm*

international / prose / post

This is an ongoing issue on one of our sister [sites](#); the post below was just too good to ignore. It is re-posted here in its entirety on the basis that the material contained therein is in the public interest.



The information posted below has been allowed on the basis that it is in the public interest, though we do not usually support legal threats from any party.

[Emailed to Coles 'Customer Care.']

Dear Mr Waterreus,

I refer to previous emails in which you clearly indicated that you referred my complaint to Coles quality control and that your PR department also wished to contact me.

As I have not received any information or advice from either department to date, the situation begins to reflect very badly on you, Mr Waterreus -- I refer to the common and widely known fear of responsibility syndrome suffered by cowardly lower management, usually in difficult circumstances where feeble attempts are made to 'pass the buck' or unload a difficult issue onto someone else; I have spent my entire professional life in the corporate sector and know 'your' type extremely well.

In view of the pall now cast on your (in)capability and clear lack of initiative, I would again advise you to deal adequately with the matter I have brought to your attention, as the situation cannot be ignored nor will this serious unresolved matter disappear; in fact, the longer it continues unresolved the more damning the impact on various careers and Coles' reputation in general.

I would again advise you that I have no intention of dropping this issue until it is resolved in a manner that does not disadvantage Australian consumers and shoppers, I am sure you understand.

With that understanding clarified for you once again I would advise you that I recently had occasion to discuss various matters with the NSW regional manager, 'Mark,' in Coles' new 'number one' performing retail store, Westfield Bondi Junction.

Matters relating to ice display trays and their inappropriate plastic bases, that require constant repairs were discussed as well as his recommendation to Melbourne that stainless steel bases were required if the trays were to become a permanent feature -- though we are both aware of the compromising nature of these ice display trays to Coles, Mr Waterreus.

Various other matters and retail failures were also discussed and brought to the attention of the store manager, 'Rui.' I exercised extreme discretion by not volunteering any information about the recorded gross incompetence and failures of head office Melbourne; however, I am sure the NSW regional manager, who displayed a responsible and efficient manner, is familiar with Melbourne's dis-functionalities and incompetent staff, Mr Waterreus.

In conclusion please be advised that this email will be published in the public interest in its entirety and I invite you or any other clown at head office to take legal action if you/they deem it appropriate. This matter requires the broadest possible publicity as your persistent refusal to remedy a situation that clearly disadvantages Coles shoppers must be resolved in a public arena. Though my legitimate criticisms could not hope to match the scathing but accurate accusations levelled at your CEO [Ian McLeod] by the government regulator.

I leave this matter in your very (in)capable and (in)competent care once again, Mr Waterreus. And I hope you appreciate that I have generously opened an opportunity for you to finally 'unload' this matter onto your legal department, it's the least I could do to reduce your anguish and fear.

Yours faithfully,

L Lindsay



Coles' CEO, Ian McLeod, labelled 'dishonest and deceptive' by the ACCC

<http://colescomplaints.zapto.org/news/story-39.html>

Jungle Drum Prose/Poetry. <http://jungledrum.lingama.net/news/story-989.html>