

PO Box 171, Donnybrook, WA 6239

Thursday, September 29, 2011

Customer Care,
Qantas Airways Ltd,
Mascot, NSW 2020

Dear 'Customer Care',

On 28th June at Perth Airport I purchased a Q tag for \$49.95. Neither I nor your ground staff could get it to work and this was also the case when I tried to use it at the Melbourne Airport.

I was told to ring you, which I did and after a long wait I was told to contact the Qantas shop in Lindfield and send them the tag with a covering letter. So I did this.

As I received no reply I rang them and was told I should not have sent it to them. My tag could not be located by them so they could not return it which I found most strange as I had sent it to them in the original packing and in a padded envelope.

I eventually phoned you again and went through the whole story again. At least some record of my previous call was noted. This took about 30 minutes and the man to whom I spoke said the simplest solution was to send me a silver tag which was all he had. Regretfully this did not arrive.

On 2nd September I then phoned again and again went through the same story. After a long wait I was told that 'Sean's' supervisor told him I should send it to your Qantas shop. This upset me as it was clear I had not been listened to and I insisted on speaking to his supervisor. After some words he agreed he would send me a silver tag in replacement.

I am still waiting. After spending so much time telephoning I am reluctant to let this go. For the first few weeks this situation was faintly amusing as it indicated a complete lack of knowledge about a new product you had introduced plus a lack of service. Now, however I am very annoyed that two members of your staff promised to do something which did not eventuate.

All I want is a working Q tag (to replace the faulty one I originally purchased in June). Please send me one.

Yours sincerely,

Peter Cornish

Frequent flyer number 1739264

cc Alan Joyce, Chief Executive Officer