

# Second letter to John Barton, Chairman of easyjet



Dear Mr Barton,

I wrote to the 'Customer Services' department of your airline almost three weeks ago and have not received a response to my serious questions let alone the courtesy of any sort of reply. This I find contemptible.

Back in April / May 2010 I had a most unsatisfactory experience with the same department in trying to claim a refund, that time by email, for overcharging me for baggage. Indeed I never received the eventual cursory £8 refund offered. Matters appear not to have improved a jot.

Admittedly, you were not in charge at that time. However, I would ask you now to investigate why I have had no answer to my letter of 4th inst. Should they claim never to have received this, I will be happy to furnish you with a copy thereof.

I gather that you are a member of Sunningdale and the R&A – we share a mutual friend in Minnow Powell. A few days ago you purchased over £89,000 worth of shares in your company. I trust your confidence in the performance of the airline is not misplaced because to be honest, your customer services are a disgrace.

Yours faithfully,

A.J.P.( Jamie )Summers

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Reply from John Barton, 22 July 2013:



Caption here

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