Second letter to John Barton, Chairman of easyjet

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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

Reply from John Barton, 22 July 2013:

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	Dear Mr Summers	
Û	Thank you for your letter of 16 th July. I do not know what happened to your original letter but I have not received it.	
	Unfortunately, most of the issues that you raise on security and waiting on the tarmac are not in the control of easyJet but of Luton Airport.	
	I can assure you that the data that you give us is not used by anyone else. I have asked Carolyn McCall, our Chief Executive, to respond to you on both these issues.	
	If you have not heard from her within the next week or so please let me know.	
	I am sorry that you had such an unpleasant experience but hope that one day you will return to easyJet.	
E	With kind regards.	
	Yours sincerely	
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	John Dah	
	John Barton	

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