

## Is customer service dead and buried in SA?

Was it ever even there and when one complains to a call centre, are one's complaints ever relayed to the MD or someone in authority because I'm gatvol of shouting for service?!

I'm still waiting for a promised apology from Discovery SA for shoddy service; a friend of mine is still waiting for an apology from Weylandts for damaged furniture; Bathroom Bazaar in Fourways charged the same friend more for delivery and installation of a shower door than the entire product cost; Imperial Select, Boksburg, sold another friend a car which was supposed to have been passed by AA, when it in fact failed, and the airbags detonate without warning!

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