

ATLANTA BBB STONEWALLS

I had attempted to resolve this issue through the Atlanta Better Business Bureau. What I ended up finding was that Delta is a "member" of the Atlanta BBB, who apparently colluded with their major member to unfairly attempt to sweep the matter under the rug in a devious manner.

On 6/27/08 I was notified that Delta was – on a no questions asked basis – allowed to put off looking into the matter WITH NO DEADLINE. When notified of this bizarre and unfair unilateral action apparently designed to favor Delta, I was "given" 7 days to respond. I responded in five days – on 7/2/08 – well within the time line they demanded. The BBB's own records, reproduced below, show clear proof that I responded promptly. In spite of the fact that I played the rules apparently designed to favor Delta, the Atlanta BBB notified my on 7/7/08 that they had dismissed the complaint because I hadn't responded on a timely basis, in spite of clear evidence in their own records to the contrary. Draw your own conclusion as to who the Atlanta BBB was determined to protect: the consumer, or their own "member!"

BBB Processing

06/10/2008	web	BBB	Case Reached by BBB
06/11/2008	an	BBB	Case Received by BBB - Member
06/11/2008	cm	EMAIL	Send Acknowledgement to Consumer
06/11/2008	Orta	BBB	Notify Business of Complaint - Member
06/26/2008	Orta	BBB	No response to first notice to member
06/26/2008	Orta	EMAIL	Consumer - Have You Heard From This Company?
06/26/2008	Orta	EMAIL	Business of Dispute to Business - Member
06/27/2008	rm	RRR	Receive Business Response
06/27/2008	rm	EMAIL	Forward Business Response to Consumer
06/27/2008	rm	BBB	RECEIVED BUSINESS RESPONSE - Dear Mr. Dresser:

Thank you for your additional assistance.
We are further reviewing this case with our Flight Services Management team. When all information is received and a review is complete, we will contact you. In the meantime, your patience is appreciated.

Thank you,
Stonewall
Manager
Customer Care

06/27/2008	rm	EMAIL	Forward Business response to Consumer
07/02/2008	rm	BBB	MORE INFO RECEIVED FROM THE CONSUMER (The consumer indicated he/she DID NOT accept the response from the business.)

I reject this as an unjustified scaling back that demonstrates Delta's unwillingness (or inability) to deal with the person(s) appropriately. It is not a resolution at all. It is not an excuse. They have had sufficient time to look into this if doing so had ever been their goal. This only serves Delta by increasing the likelihood that the employee at fault can't either claim not to recall the details of the incident, or worse, can fabricate and rehearse a false account of the details with the assistance of a co-worker in a "you know my see, and it comes your member understanding. Customers who (especially those who refuse to identify themselves with name tags as was the case here) have every reason to doubt for each other if and when it's in their personal advantage to do so, especially when it's clear that the behavior of a second paying customer was not only completely out of line but made worse by the fact that I paid for their services, and for the right to be treated with AT LEAST respect, if not courtesy. I was treated with a shocking degree of disrespect for the only no legitimate reason... and I've traveled enough to swear to this fact under any oath.

07/07/2008	Orta	BBB	No Contact or Response - Assessed Response with letter
07/07/2008	Orta	BBB	Inform Business - Case Closed AS3,088-1114,SOLVED
07/07/2008	Orta	RRR	Case closed - ASSUMED RESOLVED