

http://deltareward.com/Atlanta_BBB_Stonewalls.html

Delta Reward: How This Airline "Rewarded" One Loyal Customer

Sadly, the "reward" for even a good customer is often really more of a PUNISHMENT!

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 Received by BBB
06/11/2008	rm	BBB	Case Reviewed by BBB - Member
06/11/2008	Otto	EMAIL	Send Acknowledgement to Consumer
06/11/2008	Otto	BBB	Notify Business of Dispute - Member
06/26/2008	Otto	BBB	No response to first notice to member
06/26/2008	Otto	EMAIL	Consumer - Have You Heard From the Company
06/26/2008	Otto	EMAIL	Reminder of Dispute to Business - Member
06/27/2008	rm	BBB	Receive Business Response
06/27/2008	rm	EMAIL	Forward Business response to Consumer
06/27/2008	rm	BBB	RECEIVE BUSINESS RESPONSE : Dear Mr. Chesser: Thank you for your additional comments. We are further reviewing this matter with our In-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, Shirwana Tuitt Manager Customer Care
06/27/2008	rm	EMAIL	Forward Business response to Consumer
07/02/2008	m	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 stalling tactic that demonstrates Deltas unwillingness (or inability) to deal with its personnel appropriately. It is not a resolution at all, it is just an excuse. They have had sufficient time to look into this if doing so had ever been their intent. This delay only serves Delta by increasing the likelihood that the employee at fault can either claim not to recall the details of the incident, or worse, can build and rehearse a false account of the details with the assistance of a co-worker in a "you cover my ass, and I'll cover yours" manner understanding. Co-workers who (especially those who refuse to identify themselves with name tags as was the case here) have every reason to cover for each other if and when it's to their personal advantage to do so, especially when it's clear their behavior toward a 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 literally no legitimate reason... and I've traveled enough to swear to this fact under any oath.
07/07/2008	Otto	BBB	No Consumer Response- Assumed Resolved with Letter
07/07/2008	Otto	BBB	Inform Business - Case Closed ASSUMED RESOLVED
07/07/2008	Otto	BBB	Case closed - ASSUMED RESOLVED