

Complaints - Is it a misleading advertisement/ poor services ?

Written by Administrator

Monday, 28 December 2009 17:36 - Last Updated Thursday, 14 January 2010 04:57

<div align="justify">On 11/12/2009 at 1pm, I went to Secret Recipe IOI Mall, Puchong to have my lunch. I've ordered their Anniversary RM12 Set Meals. About 5 minutes after my order, a waiter named Tines came to me and said that the Anniversary RM12 Set Meals was not available "at the moment". I immediately asked what does it mean "at the moment"? Because in their advertisement, it stated the offer is from 1/12/2009 to 12/12/2009 and the day I went is 11/12/2009 which is still under the offer period.</div><div align="justify"></div><div align="justify">Waiter Tines answered that they do not have ice lemon tea, that's the reason why the Anniversary Set is not available (the set meals is come with ice lemon tea). I really cannot accept the excuse they given. Just because of a drink, they have to cancel the offer without any notice. Can't they replace the drink to another drink which is the same value?
</div><div align="justify">Then, Tines proposed my suggestion to his superior, but his superior insisted that the Anniversary set is not available. I wonder why they don't tell it upon I made order? Why they only tell it 5 minutes after I ordered. I really feel that I'm being cheated! Their advertisement is to attract customer to visit them only, in fact when customer want to place order for the offer set they will tell it's not available. I've lodged my complaint through their website on 12/12/2009. No reply. Then, I called to Secret Recipe HQ to follow up on the status of my complaint on 15/12/2009 about 12.15pm. A staff named Josephine answered my call and asked me to brief her on what was happened.</div><div align="justify">
Then, she said she's not the person in charge for customer complaint but anyway, she'll pass my message to the person in charge named Madeline and will get Madeline to call me. Josephine even took my handphone no. and email address. But until today, I do not receive any calls or emails from them. It makes me feel very disappointed with Secret Recipe. It shows that Secret Recipe being so irresponsible and take customers complaint for granted or even ignore the customers complaint. Secret Recipe's Principle is "To Give The Best satisfaction To All Its Valued Customers". But in fact, it is only an empty promise and their action did not comply with their principle. I hope with the help from NCCC, I can have a satisfied explanation from Secret Recipe. Thank you</div><div align="justify">Status : Matter has been escalated to the respondent and the authorities for their attention and immediate response.</div><div align="justify">Advice : Voice out to enhance your rights as a consumer... </div><div align="justify">Regards,

Ms.Matheevani Marathandan
Legal Executive/Complaint Handling Manager
National Consumer Complaints Centre (NCCC)
Pusat Khidmat Aduan Pengguna Nasional
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