

Complaints - FAIR OR NOT FAIR?

Written by Administrator

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I went to Matta fair on 14th Mar 2010 and bought a package (Airflights and Hotels) to Krabi Thailand, the whole package cost RM999 per person for 4 nights stay. The total people in the package is 4.

The next day, on 15th Mar 2010, I searched the internet for the same flights and same hotel room, to my surprise the total cost is less than RM600. The flight is Airasia and the hotel is Pra Nang Inn.

I have attached the cost from Airasia and the hotel for as at 15-Mar-2010 if I book it from internet: Return AA ticket: RM328 per person Hotels for 4 nights: Around RM240 per person Everybody should expect the price in Matta fair a fair price with discount and lower from the market price. I am expecting the best and lowest of price I will get from an event like this.

I felt like cheated, just like shop increased the price of the goods and then call for a discount.

Status: Matter has been highlighted to the Respondent, Matta Fair Board & also to the Ministry of Tourism for their view and action.

NCCC Advice: As a consumer, everyone has the right to receive a fair deal/fair price service, especially when it comes under any Among the 8 list of Basic consumer rights, four of the below will be most relevant for any consumers falls within the above situation;

- Right to be informed
- Consumers have the right to receive adequate information about products on which to base buying decisions. Reliable sources exist to inform consumers about products or services.
- Right to choose
- Within reason, consumers have the right to be assured that a selection of quality products and services are available for them to purchase at competitive prices. It means that a consumer should have the opportunity to select the goods or services that he or she wants to purchase.
- The right to service.
- Consumers may expect convenience, the right to be treated with respect, an appropriate response to their needs and problems, and good quality design and workmanship in a product. Additionally, consumers may expect a courteous manner while in a store or other establishment even if a purchase is not made. Service means access to essential goods and services to include adequate food, shelter, clothing, health care, education and sanitation
- basic needs that should be available to all consumers.
- The rights to redress or remedy
- Consumers are afforded an opportunity to have a hearing to voice dissatisfaction such that a resolution is reached and the complaint is settled satisfactorily.

So if you feel treated unfair, did not receive a rightful treatment or cheated immediately complaint to NCCC via [E-Aduan](http://www.nccc.org.my/v2/index.php/e-aduan) <http://www.nccc.org.my/v2/index.php/e-aduan>