I wish to make a complaint against the Resort. I had a night stay at the resort. I just feel that the charge charged is just not fair for me. I paid RM 830 for a penthouse and expected the rooms to be very pleasant. What I was unhappy with is the lousy refrigerator provided wasn't working in a good condition. We brought some seafood there and it was too bad that it all went rotten because of the bad temperature.

Besides, there were a lot of ants and cockroaches. I found shower foam dispenser in every toilet but each and every of them were empty. Though plates are provided but then, we just couldn't make use of it at all because of the terribly smell of cockroaches in the lousy cupboard. I made a complaint at the reception before neither checking out but the staff there just did not have the courtesy to help me solve my complaints nor apologizing.

NCCC Action

NCCC sent a complaint letter to the Resort regarding their service and they apologized to the consumer for the unpleasant experience. The management also gave the complainant a complimentary stay at the Penthouse as a settlement.

Consumer Testimonial
Dear Sir / Madam,
I am pleased to inform you that the management of the Resort has called me up pertaining the complaints which I have made. I am very pleased with Mr X who has taken the trouble to call me on my mobile. Apparently, he has agreed to give me a complimentary stay and has promised to provide me an excellent service in future.

Lastly, I wish to thank the management of NCCC for attending my complaints.

Thank you.