

The new

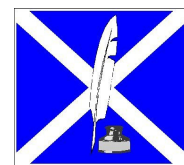
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*Beneath the rule of men entirely great*

*The pen is mightier than the sword*



## MORRISONS ALNESS

Despite the exposure by the 'Highlander' on a number of occasions highlighting Morrison's shabby practice of selling 'Thick Runner' to members of the buying public from Alness and District, as Brisket of Beef. And despite my subsequent complaint to Carol Rattenbury, a member of the Environmental Health, Highland Council, Morrisons still keep flagging up the 'Thick Runner' as true brisket, as late as yesterday, 31st March.

Lately 'Morrisons' have had exposure in one of the local weeklies, when a retired police officer. Mr Barry Twemlow, had his bank card declined (twice) when trying to pay for his shopping that amounted to £55.84. Only after Mr Twemlow inserted a different card into the cash point was it accepted.

Immediately Mr Twemlow checked his cash balance for his first account at the ATM, only to find that his account had been debited for nearly £112. When he returned to the store, apparently he got very little satisfaction, firstly from a supervisor, who told him to get proof from the bank, which he did, but then when demanding an audience with the manager (Mr Hugh Urquhart) the customer experienced some discourtesy.

I quote from the printed word, "He (Barry) asked the supervisor to get the manager, but claimed that the same member of staff returned and told him not to worry about it because if there was an error the money would return to his account in a few days.

Barry claimed that he told the supervisor that that was not good enough and demanded to see the manager,

but he found his response unsatisfactory and quite rude. There was not a word of apology. In fact the manager asked Barry to hand over his bank card and account paperwork to help him sort out the situation! Considering that Mr Twemlow is a Diabetic and he was in need of food and insulin as time dragged on, I personally would have expected any manager 'worth his salt' to expedite a solution to Mr Twemlow's problem.

A spokesperson for Morrisons said, "Customer service is of paramount importance to us and we appreciate the frustration, inconvenience and embarrassment that this situation may have caused. Card payment systems are provided by banks for use by retailers and the situation is beyond Morrisons control." That is as maybe.

However it is not outwith their (Morrison's) control to label their 'Mock Brisket' as *Thick Runner Sold As Brisket of Beef*. Then everybody has a choice, even if they were unaware of the supermarket's former deceit.

Thankfully the telephone banking service of the Bank of Scotland stepped in and reimbursed Mr Twemlow's money on Saturday morning while the transactions were still pending.

Morrison's spokesperson said, "We are pleased that the matter has now been resolved."

I bet they are but have any other of Morrison's customers been subjected to the same problem without being aware of it?

Ed.

# LETTER FROM YOUR EDITOR

RECORDED DELIVERY

Ms Carol Rattenbury,  
Environmental Health Officer,  
Highland Council,  
Ross House,  
Dingwall.  
IV15 9RY.  
01/04/10

Dear Ms Rattenbury,

Your reference REH/64307

## FREEDOM OF INFORMATION ACT

Under the above quoted Act I require the following information;

Copy of all correspondence with 'Morrisons' head office, (both yours and theirs) relating to my complaint regarding Morrison's misleading of the general buying public at the Alness store, regarding the labelling of 'Thick Runner' as Brisket of beef?

The name and qualifications of the "Highland Council's Public Analyst" who made the ruling as quoted in your letter dated 3rd March 2010?

A copy of his/her correspondence with your office regarding the said ruling?

Be under no disillusion on this matter, I will take the Wm Morrison Supermarket plc and its shameless behaviour of misleading the buying public in the Alness to Europe if need be.

The Highland Council's Public Analyst's ruling, by implication, could apply to almost anything. For example I believe that Black Pudding is superior to White Pudding, does this then mean that Morrison's super-market, or even the corner butcher, could label and sell, Black as White?

Yours sincerely.

Euilleam Ross.

Copy to Morrisons plc., Highland Council Chief Executive, Scottish Parliament and published on the Web.

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