



1st December 2014

Reference: ES1910AR

Hello Mr Saunders,

I was hoping to not have to write to you again, but here we are.

You passed my first formal letter of complaint dated 7th August 2014 to Richard Lawrence to deal with.

After an initially promising couple of weeks, after then three months, Mr Lawrence admitted that he wasn't in fact the person who could authorise what I'd been asking for from Everest *since January*+

What writing to you previously has got me, is (only) recognition (after 10 months!) *that there was actually a problem*, along with acknowledgement that it really wouldn't be possible to "fix it later" - that the units would indeed have to be re-manufactured (because they are in fact produced as complete units).

Richard Lawrence recently informed me that the person who could actually authorise what I'd asked for was "Max Walker" and that he would pass on all my information to him. What Mr Lawrence also failed to inform me of at that time (6th November), was that I wouldn't be getting a reply from Mr Walker any time soon as he was in fact on annual leave.

By the time you read this, that will have been four weeks ago.
I'm still waiting.

In fact, the only person who has shown any intelligence or sense was John Rushmore, the surveyor sent up from Eastbourne.

I think he was sent to confirm the small window designs (which you've had to-scale drawings of since January), but he also measured up the rest of my existing windows, so there really is now no excuse for not being able to complete this project to my satisfaction.

I don't think I've asked for anything difficult to understand, or even, given the incompetence/indifference that I've had to deal with, unjustified.

To reiterate, since the beginning of the year I've asked for:

- a) Produce the correct designs to the given specifications, confirming with me what is to be manufactured.
- b) Produce the rest of the windows (with the correct designs) so that I never have to come back and deal with Everest ever again.
- c) Because this whole debacle has been the internal fault of Everest, don't charge me more than the existing/outstanding £18,816 as a way to say sorry for all of this.

In simple terms, that is:

Produce the correct design windows, using the to-scale drawings I supplied to you. Show me what they will look like.

This may or may not be in progress, who knows...

The volunteering of information by your staff about this is very conspicuous by its absence.

Produce the complete set (100%) of windows for my house (original estimate £38k) for the price of the first order (£18k), which would work out to a discount of approximately 50%.

I hope you will agree this isn't an unreasonable request given the circumstances.

In an email from Mr Lawrence dated 21st August, regarding the three points stated as above, he wrote:

"I am favouring option 1 in your letter and don't have an issue discounting the order as you have suggested."

(option 2 was to let me cancel everything and not have to deal with Everest ever again)

Yet somehow, both Mr Lees and Mr Lawrence have both on singular occasions assumed incorrectly that I had asked for "free" windows, which is not the case.

Mr Lawrence's offer to me, for my trouble, was the refunding of my initial deposit of £2082 "when all works have been completed".

This would be expecting me to be happy with you only producing 50% of the units for my house, leaving the total job half-done.

None of which I've ever requested nor included in my correspondence with your company and as such, find not just extremely frustrating but insulting.

I've not asked for "free" windows, I've asked for **all** of them to be produced for a cost to me of £18,816.

However that is achieved is not my problem.

This appears to be the difficulty.

In having had to deal with your organisation, it would appear the following is true:

Where an order is an order, each is immutable and consolidation into another is beyond the business structure, comprehension or ability of your staff to make happen.

Whatever the cause, no-one seems willing or able to show any initiative, without prompting. Or even with.

Even then, getting a straight answer is difficult unless using very simple sentences.

Keeping anyone's attention for longer than three weeks is quite a challenge.

I'd suggest having a read of the works of Dr. W. Edwards Deming (*1) He brought the idea of "Agile" manufacturing (and the concept of "burnt toast") to the west after it took root in Japan in the 1950/60's.

The idea being that if you encourage your staff to ask more questions and enable your staff to solve more problems themselves, you have less problems.

Looking at when I signed the initial purchase agreement with Everest, that was in fact 31st August 2013.

It's now December 2014.

That makes a total of 16 months(!)

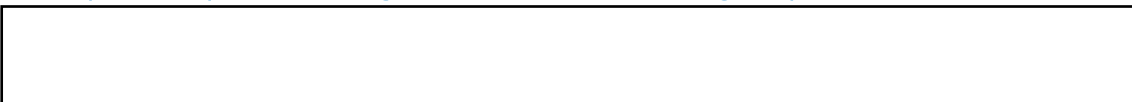
Please can you either get this sorted out, or make it go away, so that I may get on with my life and find another supplier.

Regards,

Sean Meacher.



*1 <http://aliciapatterson.org/stories/meet-dr-deming-corporate-americas-newest-guru>



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