

Nicola Pocock 31 January 1994  
Customer Complaints Department  
Kuoni Travel Limited  
Kuoni House  
Dorking  
Surrey  
RH5 4AZ

Dear Ms Pocock

**YOUR REFERENCE NP/2178588**  
**GARUDA INDONESIA REFERENCE LONSS/C/6261mc & 6370mc**

I have received another garbled letter from Garuda Indonesia (dated 27 January) in reply to my letter of 22 January. FM Walther seems to have missed the point entirely, yet again. We are not complaining about unavoidable delay or insurable risk.

Our complaint is most serious and refers to Garuda's negligence in several respects, documented at length in our earlier letters. Perhaps FM Walther does not understand the difference between breaking a contract and committing serious torts.

We still await your action on this grave affair of negligence and incompetence. We feel that we should outline the escalation we intend if your response is not satisfactory:

- correspondence with senior executives of both Kuoni and Garuda, to seek redress internally without recourse to wider action;
- should the above still fail to meet our requests, we intend to widen the debate to the general public through the media and let your customers and prospective customers decide what they think of the ineptitude we experienced.

We look forward to a prompt and satisfactory reply.

Yours sincerely

Ian Harris and Jane Wormleighton

cc:F M Walther - Garuda Indonesia Customer Complaints Department