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Dear Sirs,

I have been a frequent flyer with Qantas for five years. In this time I have been very satisfied with your service in the air. Unfortunately, I have repeatedly experienced that the service on the ground is not of the same standard.

This has become unpleasantly obvious in the past couple of weeks at Melbourne airport. I have already had cause to make a phone call about the unacceptable state of affairs a couple of weeks ago. I have not had any feedback on the matter, but on passing through Melbourne again today I have had yet another case which is causing me to reassess my decision to prefer flying Qantas.

A couple of minor issues are:

- The signs in the domestic terminal are inadequate. On arriving from Adelaide in transit to International, I was unable to find my way to the International terminal without help, despite the fact that I know the layout of the terminals. The signs from the new concourse point in the wrong direction, and from some directions they appear to point outwards towards the runways. Coming from the old concourse, there are two signs in rapid succession, the first pointing up to the left, the second pointing downwards and straight ahead. I am sure there are other such cases.
- In the other direction, on arriving at the international terminal in transit to Adelaide, I found that there is no facility for checking baggage back in after customs. Instead you require your passengers to go through the entire domestic checkin procedure, which in Melbourne is is very slow, even for priority checkin. On 14 November, after a 21 hour flight, I had to wait for 20 minutes in the business class checkin queue only to hand in baggage which had already been checked in. I consider this unacceptable.

These issues are annoying but relatively minor. Today, however, as I went through security at Melbourne airport domestic terminal at 7:45 am to catch flight 681 to Adelaide, security behaved in a manner which I consider unacceptable. I can appreciate that intelligence is not a prime consideration when hiring such people; nevertheless, consistency and courtesy should be. In other locations, both in Australia and overseas, I have found your security staff to be professional and helpful. The overall attitude of the staff in Mel-

bourne is offensive. On this occasion, a security officer took my luggage off the belt and put it aside, said nothing, looked away and waited for me to react. When I asked what the problem was, he told me, without explanation, that I would have to check in the entire baggage at the slow checkin I mentioned above. I had to ask for an explanation, which he at first refused to deliver. When he explained that the scissors were the problem.

I have no issue with this decision. On at least two occasions in the last couple of months, security have taken items out of my carry on luggage and checked them in separately, requiring me to collect them at the destination, most recently at Melbourne International terminal on 6 November. I offered to take them out and have him check them in.

Today, however, the security officer refused to check them in, saying that confiscation was the only option. I asked to speak to his supervisor. He refused. I asked again and he called a colleague whom I later discovered not to be his supervisor. I was then given the option of collecting the item within a week. At this point he handed the issue over to another colleague, identified as A. Tsironis, who filled out the form. As the accompanying photocopy indicates, I wrote an authorization to Qantas to collect the item on my behalf, and the officer crossed this out after I had signed it. Although I do not believe that this crossing out changes the validity of the statement, this is definitely an unauthorized modification to the document. In this connection, I should make it clear that I most certainly do not agree to the condition "I release QANTAS AIRWAYS LIMITED from ... any claim". I would have crossed out this and many other parts of the form, but it was clear that this would have been futile. This amounts to coercion on the part of your security staff.

Before boarding my flight I found the certificate which was handed to me on 6 November in the international terminal, and returned to the security checkpoint and spoke to the officer whom I had assumed to be the supervisor. He then called a woman who claimed to be the supervisor. I showed her the certificate and asked why I had not been issued with one today, where it was clear that such certificates were issued at the international terminal. Her reactions were:

1. She read the certificate and told me to pick up the items at my destination.
2. I explained that this was an old certificate, and repeated my question why I had not been issued with one today. She explained that the certificate I had showed her was from Qantas.
3. I pointed out that she was operating a Qantas security checkpoint, and repeated my question why I had not been issued with one today. She explained that the certificate I had showed her was from the international terminal.
4. I explained that I had told her this at the beginning, and asked why that should make a difference. She said that that was the way the domestic terminal did things.

There is an obvious issue of responsibility here. Security is an important issue, but security officers should not be above the law. I should point out that these problems only happen in Melbourne. I have had no such extreme issues in Sydney, Adelaide or Canberra, all of which I have visited since introduction of the new security measures. Please give me a written explanation for these problems and what you intend to do about the situation. Please have the nail scissors collected and delivered to me at my home address

above.

I place great importance on the resolution of this matter. If you wish, you may call me at 08/8388 8286 to discuss it. I am also sending a copy of this letter to the airport management at Melbourne airport. This is for information only; I expect a reply from Qantas, with whom I have a contractual relationship. I would welcome an addition reply from Melbourne Airport, however.

Sincerely

Greg Lehey