

Disgruntled train passenger's letter tells Greater Anglia exactly where to stick it



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When a genuine appeal for a refund or compensation falls on stony ground it's enough to make your blood boil.

Most of us vent our frustration on our friends and family, vowing to take revenge on the person or organisation that has wronged us – only to calm down in a couple of days and do... nothing.

However, when one angry Greater Anglia rail passenger was denied a refund on a ticket for a cancelled train he decided not to take rejection lying down.

He tightly rolled up the letter he had received from the company's customer services department and enclosed it with his reply telling an advisor it would make it easier for him to 'stick it up your arse'.

Well that's one way of making a point!

It is unknown if Greater Anglia afforded the disgruntled passenger the courtesy of a second reply.

~~Mr [redacted]~~ Customer Relations Adviser
Greater Anglia Rail Services
Contact Centre
Norwich Station
Station Approach
NR1 1EF

Dear Mr [redacted]

Thank you for your letter dated 12th of April, explaining that you are 'unable' to refund my ticket for my train that was cancelled in January, due to the fact that I did not apply within 28 days of the incident.

I have enclosed your letter and you will notice that I have taken the liberty of rolling it up very tightly which should make it easier for you to stick it up your arse.

Yours sincerely

[redacted]

Customer Relations Advisor
Greater Anglia
Yours sincerely,

Getting the message across: What a first glance appears to be a courteous letter to Greater Anglia...