

From: Sharon Were [REDACTED]
Sent: Thursday, 17 June 2021 9:04 PM

Subject: Submission re: racial discrimination

Hi

Please see below email to [REDACTED]. I sent them this complaint only yesterday re: racial discrimination at their store a few weeks ago. I was so upset, I stayed away from the store contemplating about what I wanted to do about the issue. I am glad that I can submit this as a start.

Racism is so emotionally draining. I hope the outcomes of these enquiries lead to much needed change.

Thanks
Sharon

From: Sharon Were <[REDACTED]>
Date: 16 June 2021 at 6:38:11 pm AEST
To: [REDACTED]
Subject: Complaint and feedback

[REDACTED]

I was at your store a few weeks ago and was racially profiled. I had shopped in the main shop and paid for my groceries at the checkout counter. I asked about international section and the teller directed me to the area. I then walked over and had a look and proceeded out of the store to my car in the car park. There were also other people with me proceeding to the exit. As I made my way out, I could see a group of tellers pointing and gesturing to another whilst laughing. This man ran to only me and asked if I had 'stolen' anything from the store and wanted to have a look at my bag of groceries I had just purchased. I was shocked, appalled and horrified. Meanwhile, his colleagues giggled in the background and he joined their giggles as he walked off.

I have since tried to contact the store manager over the phone and in-store to no avail. I am sent all over the place and hanged up on, on the phone (including twice today between 6 and 6:15pm. This is the type of store you are running. A huge shame on you!

I believe I have grounds to lodge an enquiry with the ACCC and the Queensland Human Rights Commission regarding the racial discrimination I experienced at your store and the way the situation has not been handled since i.e. refusal of access to the store manager.

I am flabbergasted that in this day and age a store can openly and proudly racially discriminate against customers. I will not be an enabler to your racism and will not be quiet about my experience. I will be seeking further advice from the above mentioned entities, racism stops with me.

Sharon