



Your letters



Star
letter

Your comments on what you've read in Which?

NTL broadband

Which?, Aug 2006, p20

I see NTL got only 20 per cent for customer service satisfaction. You might like to know that, since June, it's been charging customers for not paying by direct debit, and its admin fees have gone from £2 to £4 a month. Anyone who, like myself, resists direct debit has no choice but to pay these charges. The same is true for people who bank without a current account. I now pay £8 a month in admin fees for my phone and broadband accounts. NTL tells

me it can't charge one fee, as it runs the accounts separately – even though bills arrive at the same time.
PAT BAILLIE, BY EMAIL

Airline food

Which?, July 2006, p26

BA told you it had no plans to stop complimentary meals. This is not true. I fly frequently with BA to Lanzarote and have always had complimentary meals and drinks on the four-hour flight. I recently received an email about a flight I'd booked for September, saying the route would in future be operated by BA Connect, with food and drink 'available for purchase'. Surely, that's not good enough?

R T BEWSHER, BY EMAIL

WHICH? SAYS GB Airways, which runs the rebranded BA Connect, says compensation is available. You need to go online to www.gbairways.com/customer-care/feedback/ and register your complaint. BA's main brand will continue to give complimentary meals.



Peter: money back, thanks to us

Endowments help

Which?, May 2006, p26

Thanks for your excellent online endowment complaint letter generator. I was wary of making a claim and wanted to avoid a claims service but I followed the advice in your article and on your website, and am pleased to say my claim was dealt with quickly and far more easily than I'd imagined. My policy was pre-1988. Knowing the claims process applies only to policies taken out after April 1988, I was surprised to receive an offer of compensation. I've now been paid. The whole process took less than four weeks.
PETER DELACOE, LIVERPOOL

Kids' sun care

Which?, July 2006, p29

My five-year-old son is very fair skinned and I've always taken care to protect him from the sun by dressing him in long-sleeved clothes, using sun cream and keeping him in the shade.

My school now tells me that staff can't apply sun cream to my son before each outdoor playtime session and advise me to apply the sun cream myself before I take him to school.

Clearly, this is not adequate protection since I must apply the cream at 8am and don't pick him up until 3.15pm.

The school tells me to use a cream with an eight-hour protection claim. I'm sceptical: how can a skincare product not be wiped off during that time, particularly on a five-year-old?

Given the increased awareness of skin cancer, and in particular the risk from burning during childhood, the school's attitude seems counter-intuitive. Have other parents found schools refusing to apply sun screens?

SIOBHAN MCNINCH, CHINNOR, OXON

GET IN TOUCH

'Your letters' is your chance to have your say on something in Which?. Email or write to the address below. If your letter is printed, you can choose a free Which? book as a thank you. We reserve the right to edit letters or use only an extract.

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Next month in Which?

Effective property investment

Buy-to-let, improvements to add value, and property funds

Kitchen makeover

How to design a new kitchen and organise its installation

Travel insurance

Save with a Best Buy policy

Food and health

A round-up of seasonal advice on food and health

Electricians' prices

What's a reasonable rate? Our survey reveals big differences

Five ways to save

A new series in which we give you practical money-saving tips

On test

Solar panels

Plus loft insulation and energy-saving gadgets

Hobs

Gas vs electric – as well as induction and gas on glass

Widescreen TVs

We identify the best – and the worst – new models

Plus

- ✓ Kitchen cleaners ✓ Vacuum cleaners
- ✓ Fridges ✓ Washer-driers ✓ Small family cars



Out on
5 Oct