

Now, the outside service is subscribed to by our security department. The security man reports to the controller, the controller again to Mr. Stern, the division vice president.

Mr. MYERS. But there is a report submitted?

Mr. WHITE. There is a report submitted on every store visited by the outside service. There is a report submitted and filed by each audit of each store.

Mr. MYERS. You made mention of something about customer complaints. If a customer complains, do they complain to the manager or where can they write?

Mr. WHITE. They can complain to the manager, they can write me, they can write Mr. Stern, they can call our office, and most of our customer complaints, unless they are directed specifically to me or Mr. Stern, are channeled through our personnel department and they in turn then contact the supervisor of that store and he follows up with the store manager and with the customer.

Mr. MYERS. How many complaints do you have? Have you had complaints about prices before or is this something new or what is your experience? What are most of the complaints about that you have, or do you have any?

Mr. WHITE. Unfortunately we do have some; yes.

I couldn't tell you exactly the number. I make it a practice of reviewing all customer complaints once each 4-week period.

Mr. MYERS. You follow them up then?

Mr. WHITE. I follow them up. We ask for a written report from the store supervisor as to what action was taken on every customer complaint.

Mr. MYERS. The food stamps, do you have any figures on what percentage of your stores' business is food stamps?

Mr. WHITE. Yes; we do.

Mr. MYERS. Do you have that?

Mr. WHITE. I would like to check with supervisory before I would release it. It can be made available with the permission of my supervisors if the committee would so desire.

Mr. MYERS. Oh, I don't think it is too important, really.

Mr. ROSENTHAL. The committee already has that information.

Mr. WHITE. We made a check this last period.

Mr. MYERS. This canned ham affair here intrigued me a little bit, along with the sandwich loaf bread. Did you follow up and ask your manager why the price might come through at \$6.65?

Mr. WHITE. I not only asked the manager, I talked directly with the head meatcutter personally myself and he told me that he did not have the ham, he did not have any Dubuque 5-pound canned hams in the store at the time this was made, nor had he had it for several weeks before.

Mr. MYERS. In store No. 3 the manager denied—

Mr. WHITE. The head meatcutter, who is responsible for ordering and displaying this type product.

Mr. MYERS. Are you familiar with this HDC, and I'm sorry I wasn't here to hear it, are you familiar with that report?

Mr. WHITE. I am familiar with parts of it. I have not seen the entire report; no.