

(1) Interviewing the organizations and individuals who have raised the complaints about the price and quality of grocery and food products.

(2) Examining the food industry at the source of distribution of dry groceries, meat, and fresh produce to determine the policies of the distributors and the condition of the goods when it leaves the warehouse.

(3) Specific shopping and purchase of a specific list of items in a broad sampling of stores.

(4) We have opened a special food telephone line to the general public, answered by one of our trained staff members, to discuss food problems only. This telephone line opened on Monday, November 6, and recorded 55 calls on that day. However, since that time the traffic has fallen off considerably. Persons whose telephone call is pertinent to the purpose of the investigation are mailed a form to be completed and returned to the Better Business Bureau as a part of the permanent record for investigation.

(5) We are planning on a date in the near future, public hearings in the poverty areas in cooperation with some of the recognized leaders in the area in order that they may at firsthand report to the Better Business Bureau their grievances, et cetera.

(6) All matters will be placed before the individuals concerned in the industry. The final report will be drawn from the findings, the answers from the industry, and specific recommendations which the Better Business Bureau, from its findings, may see fit to make to the industry, as has been its practice over the past half-century.

This final report will be made public.

FOOD INDUSTRY, 5-YEAR PERIOD

	Inquiries	Complaints	Customer relations	Total
1967 (6 months).....	317	15		
1966.....	1,048	36	264	596
1965.....	1,127	11	686	1,770
1964.....	828	37	544	1,682
1963.....	713	11	245	1,110
			204	942

Note: Includes food plans (those not including freezer), majority; bulk meat companies, majority; grocers, very few; et cetera, few.

CONSUMER ADVISORY COUNCIL

The better business bureau will maintain a special food grievance telephone line from 9 a.m. to 4 p.m. The number is CH 1-7362.

- (1) Mrs. Carrie Bash, St. Louis Urban League.
- (2) Mrs. Pierre Grace.
- (3) Miss Esther Lee Bride, consultant.
- (4) Mrs. Kitty Dickerson, University of Missouri Extension Division.
- (5) Mrs. Donald Gunn, wife of the president of the Board of Aldermen.
- (6) Mrs. Gilbert Harris, former president of the St. Louis Board of Education.
- (7) Mrs. Rose Klamon, president of the St. Louis Consumer Federation.
- (8) Mrs. Lois Laster, home economist, Division of Welfare at Pruitt-Igoe.
- (9) Mrs. John E. Tobin, south county unit, Webster Groves League of Women Voters.
- (10) Mrs. Walter G. Klosterman.
- (11) Mrs. Evelyn Buck, University of Missouri Extension Division.
- (12) Mrs. Garnell Deramus, volunteer coordinator, Human Development Corp.
- (13) Mrs. Jane Straeter, chairman of Business and Civic Committee, Women's Ad Club; head of adult education, Downtown YMCA.

BBB INVESTIGATION OF CHARGES OF FOOD PRICE AND QUALITY DISCRIMINATION IN THE POVERTY AREAS IN GREATER ST. LOUIS

Purpose

To examine the policies, practices, and procedures of the major food chains and food distributors in distributing and pricing food in the various areas of the metropolitan area, to determine the relative consistency of price and quality between various areas of differing income level.