



## Mugwump Journal

By EDISON STEWART

Morning, fans. It's good to see you up so early. I've got some good news for you today, especially for those of you who are in Arts. The Business Administration department in that faculty will soon be proposing to the Arts Council that the number of credits a student is allowed to take in any given year NOT be restricted.

Yep, you heard it right. So those of you who are short a credit or two shouldn't have to come for summer school or the regular term. But that's IF the department's proposal gets approval. Chances are that it will run into some trouble. Before the proposal even made it out of the Bus. Admin. department some of Business' top people tried to stop it.

But it was passed by the majority, and the presentation to the Arts Council is forthcoming. The key men behind the proposal are David Willings (a new prof), Pat Kehoe (head of the department last year) and Dave Banner (also a new prof). If you've got any questions that can't wait, talk to these people. Otherwise, read it in the Brunswickan next week.

Sir Max and his troupe of Beautiful People were in town this week for convocation, and perturbed at least one Brunswickan reporter. Sir Max who hasn't given an interview to the Brunswickan in years, promised our reporter that he would fit her in some time Wednesday. After thoroughly researching her subject, she was told by the chancellor that he didn't have time.

That same day, an interview with Sir Max appeared in the Telegraph Journal.

Sir Max, who deserves a royal pasting to the wall, is one of the biggest English stuffed shirts you could ever hope to meet. I talked with him this summer for the Gleaner, and you'd be surprised how hot under the collar he can get when you question his reasoning.

Foresters once, Foresters twice...

Well, the Foresters have done it again. Without fear of favour, they dabbled in child-like art this past week, but true to form, they dabbled all over the campus. Paint was slapped over the SUB, the library, Tilley Hall, Annex B, and assorted other buildings, in what must be the best display of total and abject ignorance this campus has ever seen.

Alright, kiddies, so you're foresters, and I'm in Business. Does that mean that either of us is better than the other? Certainly not. So you work hard, and need to blow off steam. Does that mean you have the right to deface university property?

It certainly doesn't. And I pity those of you who think it does.

Have fun. No one is saying you can't, or shouldn't. But really, do a few of you have to spoil it for the majority?

I think not. Foresters have absolutely NO justification whatsoever for painting the campus in a color scheme contrary to that set down by the university's designers.

Some security cars were also painted (one was hit twice) and the paint isn't all that easy to take off.

Don't get me wrong. I've got nothing against Foresters. What I am slightly perturbed about is the way some people seem to think Forestry week gives them a license to do as they please.

The last word...

Last but not least, I'd like to reply to the fellow who wrote me a letter this week. (its in the letters column) Mr. Hicks, once again you've missed the point. You say that Canadian money should be given to Canadian students before it goes elsewhere (ie. to other countries under the Drop in the Buck campaign). Well, granted, we do need money. And in case you think I'm just saying that because its the in thing to do, you're wrong.

I'm in the same boat as everyone else. I need another \$700 this year just to get through. Maybe you do too, and I understand your anger, if I can call it that.

But the point I tried to make is that millions of dollars has been spent on educating us. Perhaps it wasn't done in the right way, and perhaps there isn't enough money for us to continue beyond the few years of university we have. But that, sir, is an opportunity that children in many other countries do not have. And it's something you should think about before you jump to very selfish conclusions.

Good day.

## Chamber not policing members

By JOHN BALL

Been ripped-off lately? If you have could you do anything about it? I was last week, and for the grand sum of 32 cents. But it wasn't the amount which concerned me so much as the principle involved. What really got my ire up was the run around I got when I tried to lodge a complaint with one of the consumer protection bureaus in the local area.

First some background: Last Friday I ordered stove oil for my apartment. The oil was delivered and paid for. However when the receipt was examined more closely I discovered that the calculation of the number of gallons by cost per gallon was incorrect. The numbers involved were such that mental arithmetic could not easily be done but no figuring was in evidence anywhere on the receipt. My wife assured me that the delivery man was a pleasant and affable chap who did not seem to have larceny on his mind. However it remains that he was sloppy, to the advantage of the company.

On Monday morning I called the company and lodged a complaint. My impression of the recipient's reaction was panic. "We can't do anything about that". Then as composure settled and the realization that a complaint was being laid she said, "Well the next time, we will deduct that amount from your total". I pushed some more, "The regular driver was not on that day it was the supervisor and he isn't used to those things," was the reply. I hung up, wrote them saying I wouldn't be calling them again because if their supervisors cannot give good service, then how can their drivers be expected to do so, and called the Consumer Affairs Department at 51 Regent Street.

That's when the fun began. I asked first if there was a Better Business Bureau in Fredericton. There is not.

I then asked them if they handle consumer complaints.

They do, but have limited jurisdiction, and could be of more service if the complaint was about a product rather than a service. They then suggested that I contact the Chamber of Commerce (which I find surprising after talking with the Secretary-Manager of the Chamber).

I was told by Mr. N. J. McKenzie of the Chamber that they do not police their members. Any complaints they get are redirected to the regional office of the Better Business Bureau in Halifax, the Federal Department of Corporate and Consumer Affairs at 51 Regent Street, or the Consumer Branch of the provincial government. McKenzie said that the Chamber's concern was, "improvement in all phases of good living." They want to make the community a "good place in which to live and make a living."

He said that the Chamber right now was working for the reduction of the succession duty and gift taxes, and that they were now planning a getting-acquainted night where all people who have moved to Fredericton in the last year would be able to meet civic officials.

I didn't press him on his definition of good living.

Remounting my charger, I called the provincial Consumer's Bureau and spoke to Mr. Crowther, a consumer officer. He read in perfect officialese a statement of the aims and philosophy of the Provincial Consumer Bureau. To my mind it boils down to "if you have a complaint don't hold your breath". Call or write them, he said, and if they think you have a legitimate beef you will be sent a complaint form to fill out and return. It will then be given a complaint number etc, etc, etc.

Perhaps some day you may even get it back all nicely done up in a red ribbon.

Every afternoon has a highlight and this one was no different. My

next call was to Mrs. Donna Young, who airs a regular programme on CBZ on consumer affairs. She said that if someone contacts her with a complaint she recommends that they contact the Federal Department at 51 Regent Street.

Types of complaints of course come under different jurisdictions and she said this department seemed the most helpful in directing someone to the right agency.

Her concern was for the man who neither could afford to get ripped-off, did not know how to do anything about it if he were ripped-off, or, indeed, did not even know he was being abused. "The articulate and the informed don't need help," she said. "It's the little guy."

She went on to talk about the Combined Legislation which died before the Commons this year. It would have meant controls for all organizations or groups which control their fee structure. This would have included business people as well as the professionals. "It was Basford's best effort", she said, "But he was switched, business lobbies worked hard against it, and this was an election year."

I wish I had half of her concern and enthusiasm for consumer protection, or rather, that the administrators charged with consumer protection shared her feelings.

So where do we stand? It seems that if you have a complaint you can go back to the company where you may or may not get satisfaction, the Federal Department of Corporate and Consumer Affairs, where I think you will get a sympathetic hearing at least, or you can go to the Provincial Consumer Bureau. But take your machets.

Finally, if you do get burned try to do something while your adrenalin is working. If you wait, as I have so often, you probably will not ever make the complaint. Keep a stiff upper lip all you consumers out there, just complain, complain, complain . . . . .

## FEEDBACKFEEDBACKFEEDBACK

Dear Sir:

I would appreciate if you would print my opinion as an open letter to the voters of New Brunswick, particularly the voters of York-Sunbury and especially all those honest average citizens and first-time voters (18-27 yrs.) who are disgusted with the corruption, grafting and political patronage in politics.

As you may all well know I was a recent and unsuccessful candidate for the Tory nomination of York-Sunbury and came in fifth out of a slate of seven. I ran for five major and personal reasons: (1) I feel that there is

too much representation from the average professional-type politician usually shrewd lawyers, businessmen or realtors and not enough representation for the average citizen on the street. (2) I feel that there is not enough honesty and sincerity in the actions of many of our elected representatives and there is good evidence to prove that many are in politics for the money and/or the prestige and not to represent the average citizen. (3) I also believe in what you know and what you can do not who you know and who you are related to, thus I am against outright patronage especially when qualified persons or companies

are replaced by unqualified persons or companies. (4) I also believe that true old-fashioned democracy in its simplest form is not being fully implemented. Simple democracy is representation for the people, from the people and by the people not just some puppet candidate who prostitutes himself to be put up by a few party and business big shots. (5) I also believe Mr. Stanfield to be more-honest and sincere than Mr. Trudeau and now that the provinces and Canada have grown up; we do not need an autocratic, karismatic and arrogant leader but rather a more

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