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Got A Beef: Here's How To Get Satisfaction

By News Canada

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by: News Canada

(NC) – Have you recently purchased a product that doesn't do what it's supposed to do? Do you feel like you were deceived? Here's what the Canadian Consumer Handbook and Consumer Connection suggest you do in such a situation:

First of all, don't be afraid to complain. The majority of businesses will be pleased to set matters right. They realize that customer goodwill is still the best form of advertising.

Keep a file of important information. Include copies of sales receipts, repair orders, warranties, cancelled cheques, contracts, and any letters to or from the company.

DO NOT PROCRASTINATE. If a product is defective, it is important that you return it quickly so that you do not lose the right to get your money back, as well as damages in some cases.

Consumer Connection (located at

) has information not only on complaining

effectively but also advice on consumer rights, making informed decisions, and protecting yourself from unscrupulous dealers. The Canadian Consumer Handbook gives vital information on the differences between proper and improper business procedures, on how to approach banks, insurance companies, utility companies, landlords and many others.

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Consumer Connection is an award-winning Web site developed by the Office of Consumer Affairs of Industry Canada. It provides rapid access to consumer information, powerful tools to cut research time, and many useful links to consumer and other organizations. Canadians can access Consumer Connection from home, the public library, community access points or from Government of Canada, provincial and territorial service outlets. For a variety of information on everything from bank fees, to privacy rights, to the latest scams or frauds, this is the place to go.

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What On Your Plate Today.

By Judi Singleton

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Mad cow disease, or bovine spongiform encephalopathy, is caused by a misshapen protein that eats holes in a cow's brain. Government officials say there is no threat to the food supply because the infected cow's brain, the spinal cord and the lower part of the small intestine where scientists say the disease is found were removed before the cow was sent for processing.

Still, as a precaution, the Agriculture Department has recalled more than 10,000 pounds of meat from about 20 cows slaughtered with the Holstein on Dec. 9. That meat was distributed to eight western states and Guam, although officials said most went to Oregon and Washington.

So are you eating beef at your house today. Well lots of school children are still eating beef as a part of the school lunch programs in the schools. Schools get a combination of reimbursement for federally approved meals and food directly bought by the government including a good portion of the beef

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served in schools. The government bought an estimated 133 million pounds of beef for schools in 2003.

Much of this meat is frozen and it will be used in your child's lunches in the next months. So even if you are not serving beef at home then have you checked your child's lunch menus for this month. I bet if you do you find beef is involved somewhere.

As a concerned parent wouldn't it be wise to make some objection to your child being served beef at school? Just a question.

About the author: Judi Singleton is the webmistress of [Motherearthpublishing.com](http://www.motherearthpublishing.com) and the editor and owner of *Jasmine's Journal* a paid daily ezine. The Journal is spread over a large amount of subjects and has sublists that you can belong to according to your interests, it also allows you to always advertise to an interested audience. Subscribe today <http://www.motherearthpublishing.com>

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