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Make Your Complaint Heard & Get Results

By James H. Dimmitt

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At some point in time you will be faced with the need to register a complaint because of a poor product or poor service, or maybe even both !

Here are some tips to make sure that your complaint is NOT ignored.

Keep Your Cool

It's difficult to do this when you are "mad as all get out" but it's a key step to making sure you're complaint gets heard. Act reasonably and politely.

Make the person on the other end of your complaint WANT to help you. Losing your temper can cause the other person to become "defensive" instead of cooperative and helpful.

Identify Yourself

Don't start out with "what" you are – "I'm a lawyer", "I'm a doctor", "I'm a trash collector". Start out with "who" you are – "My name is Jim". You want them to see you as a person, not just another problem.

Give them your name and telephone number. This allows the other person to respond more effectively and follow-up with results. Remaining anonymous doesn't establish the one-on-one relationship you need in order to have your problem resolved.

Be Precise

Have receipts and other records available to assist you in giving an accurate account of your complaint. Give them as many details as you can – the date you made the purchase, the store where you made the purchase or encountered the problem, the name of the salesperson you were working

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with, etc.

Keep a record of the date, time and name of any person you speak with about your complaint. If they are unable to resolve your complaint immediately, ask when you can reasonably expect a follow-up phone call.

Thank You

End your conversation by thanking them for their help. If you have the person's name you are speaking with, address them by name, "thank you Angela".

When the problem is resolved to your satisfaction, you may even want to write a simple thank you note. People who work in customer service appreciate this more than you might know.

Use these steps "to your credit" the next time you have a complaint, and you'll have greater success and results.

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Author: James H. Dimmitt.

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Consumer Tips: Not Happy With Your Purchase? Here's How To Get Results

By News Canada

Web based "Complaint Courier" designed by governments to help Canadians

(NC)—If you've just purchased a product that doesn't meet your expectations, here's how the Canadian Consumer Information Gateway suggests you proceed:

Give the merchant a chance to solve the problem. Go to customer service or talk to the manager. A face-to-face discussion is best. Be firm, but polite and business-like. Calmly and accurately describe the problem and what action you would like taken. Request specifics as to how and when something will be done, and get the person's name in case you have to refer to this conversation later. Keep a record of your efforts to resolve the problem.

If this doesn't work, visit the Canadian Consumer Information Gateway Web site at

and click on 'File a complaint'. This will hook you up to "the Complaint

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Courier" which takes you through a six step process that deals with: Complaint assessment Your rights and responsibilities Contacting the business Writing the business Submitting a complaint form Your legal options

This process also includes a 'letter writing wizard' to assist you in articulating your complaint to the business. Taking legal action should be the last resort. Be aware that you might have to act within a certain time period. Small Claims Court is an informal and relatively inexpensive method of resolving disputes.

The Canadian Consumer Information Gateway is a new Web site designed by Industry Canada. It's the place to go for objective, reliable, current Canadian consumer information launched by federal, provincial, territorial governments and their partners specifically to serve the interests of Canadian consumers .

provides a wide selection of current, ready-to-use copyright free news stories and ideas

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