

HOW YOU COMPLAIN CAN MAKE A DIFFERENCE

To achieve maximum results when complaining, make sure you complain correctly.

To register a complaint:

- Clearly describe your current problem or complaint, using facts;
- State exactly what you want from the manufacturer or service agency to make things right;
- Type your complaint letter. Include the date and your **daytime** telephone number;
- Use standard-sized white paper and blue or black ink. Your complaint may be handled by a number of individuals or departments, and colored paper and some inks tend not to photocopy well;
- Include dated copies of all related documents, such as purchase and service receipts, and previous correspondence with the service agency or manufacturer. Keep all originals;
- Reread your letter several times before mailing, making sure you put yourself in the reader's shoes; and
- Be polite and remain calm. Customer relations personnel may be instructed not to handle complaints from rude or offensive consumers, either verbally or in writing.

Once your complaint is in process:

- Provide promptly any additional information requested;
- Follow precisely all directions for procedures and forms; and
- Inform the company immediately of any new developments, such as a repair or a new problem.