

# **CONSUMER COMPLAINTS OR COMPLIMENTS**

## **What do you say?**

1. Include your name, address, home and work telephone numbers, and account number where applicable.
2. The name of the person(s) you are writing to, their title, the company name and address.
3. Important facts about the purchase. The date and place of the purchase and all product information such as model or serial number, size, color, etc.
4. If you are writing to complain about a service, describe the service which you received.
5. Clarify the subject of the complaint. Clearly describe the problem.
6. State your expectations. What do you want done about the problem and how long you are willing to wait to have it resolved?
7. Include copies of all important documents: bills, sales receipts, etc.