



# COMPLAIN SUCCESSFULLY

Effective  
Complaining  
is a Skill !

## 1. ASSEMBLE ALL YOPUR FACTS

You have a chance of winning only if you're **expert** in the situation. **Be prepared** with every name, date, price, time or receipt that relates to your complaint.

## 2. COMPLAIN BEFORE IT'S TOO LATE

Don't wait for a product-warranty to expire. Don't wait until the store has sold out the item, so yours cannot be replaced. Complain **immediately** when you receive poor service. Otherwise, it will be assumed that you found it acceptable – and will get poor service the next time.

## 3. COMPLAIN IN PERSON

Letters can be **ignored**, and it's easy for opponent to be unreasonable on the phone. Your opponent will find it harder to disregard you if you're sitting across a desk, or to be nasty to you when your face is inches away from theirs.

## 4. STAY COOL

If you are calm and reasonable, your opponent will focus on you and listen. Approach reluctantly and **politely**. If you storm in and loose your temper you will be marked as a 'crank' and will receive no respect.

## 5. START AT THE BOTTOM. WORK YOUR WAY UP

Yes, it's frustrating. But starting at the bottom gives you time to **practise** presenting your complaint. By the time you get to the top, (if necessary) you will know your argument up, down and sideways. No one will be able to sway you!

If all else fails, Call...  
**THE CONSUMER AFFAIRS COMMISSION**  
Tel: 926-1650-2