

## Tips:

- When you can't get results from the company and you want to file a complaint contact:

Wisconsin Ag/Trade/Consumer Protection  
(800) 422-7128

- If you have been a victim of a fraud, report it! Your local law enforcement needs to know about illegal business practices.
- If you wish to know more about consumer rights contact your local UW-Extension office.

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Family Living Programs

MM10: Help! for a Consumer Problem



Afford Healthy Food Choices with DOLLAR SENSE

## What can I do when I have a Consumer Problem?

You have the right to make a formal complaint.

To complain in person, follow these steps.

- Start by talking with the sales-person or department where you bought the item—or had the work done.
- Explain the problem clearly and calmly.
- If the salesperson can't help you, ask to talk to the manager.
- If you do not get help locally, call the “head-quarters” or regional office.

*(Toll free 800 numbers are sometimes available. To get help finding these numbers call (800) 555-1212.)*

To phone in a complaint:

- Ask for customer service department
- Explain your problem with the product or service.
- Get mailing address, if needed.
- Keep a dated record of persons you talk to and what is said.

To contact the salesperson or company by mail, you might use a letter similar to this.

Date
Manufacturer's Name Manufacturer's Address
Dear Sir/Madam:
On _____, I bought _____ from _____ at <small>(date) (item) (store)</small>
_____. The _____ purchased is <small>(store's address) (item)</small>
_____ <small>(Describe clearly—name, style, size, brand, model or serial #, price paid)</small>
I am not satisfied with this purchase because _____ <small>(Give clear and accurate</small>
_____ <small>description of your complaint; tell the manufacturer about contacting the store for help, and the results you did or did not obtain.)</small>
I would appreciate your help in resolving my problem with _____. I would like a _____. <small>(item) (refund, repair, or replacement)</small>
Sincerely,
<small>(Sign your full name here.)</small>
Your Full Name Your Complete Address

*Never send original receipts, contracts, or labels with the letter. Send copies. Make a copy of the letter for your file.*