



LifeSmarts

Learn it. Live it.

Student Activity: *HOW TO COMPLAIN*

Resource: Download and print copies of Consumer Action's *How to Complain* booklet —http://www.consumer-action.org/english/articles/how_to_complain

Directions: Scan the information in the *How to Complain* booklet to answer the following questions.

- 1. It is recommended to complain as soon as possible, or as soon as a product defect shows itself. Why is this important?**
- 2. Why is anger inappropriate when making a consumer complaint?**
- 3. List the documents you should have available, before you make a telephone complaint.**
- 4. List reasons you might sometimes send a complaint email or letter rather than making a phone call.**
- 5. Provide three reasons you might choose to contact a government agency regarding your complaint.**
- 6. What protections do consumers have when they use a credit card to purchase goods and services?**
- 7. What is small claims court?**
- 8. Summarize the general advice for suing in small claims court.**
- 9. Where would you go to file a complaint in Small Claims Court? What are the monetary limitations in your state?**
- 10. How has the internet and social pressure changed the consumer complaint process?**