



## Student Activity: How to complain

Resource: Download and print copies of Consumer Action's How to Complain booklet — [http://www.consumeraction.org/english/articles/how\\_to\\_complain](http://www.consumeraction.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?