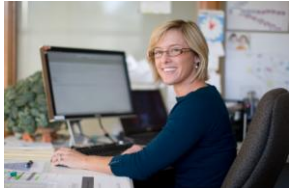


How to complain in person



This is quick and easy advice on how to complain in person about goods or services you have bought.

When complaining in person about goods or services, remember the following tips to help explain the problem and get it resolved.

- Make a note of what you want to say beforehand.
- Have receipts and any other documents handy.
- Get the name of the person you speak to beforehand.
- Note the date and time and what is said.
- [Follow it up with a letter](#), particularly if your complaint is serious.
- Be clear about what you see the problem as, and what you would like to happen. Do you want a repair, a replacement or a refund?
- Stay calm, even if you are angry.
- Be clear about what you want but be polite.



For **more** help and advice please contact Consumer Direct on **08454 040506**.
