

How to complain on the phone

Quick and easy advice on how to complain on the telephone about goods or services you have bought.

When calling to complain about goods or services, remember the following tips to help explain the problem and get it resolved:

- Before you call make a note of what you want to say.
- Have receipts, warranties and any other documents to hand.
- Find out the name of the person you speak to.
- Note the date and time of the call, and what is said.
- [Follow up your call with a letter](#), particularly if your complaint is serious.
- You need to be clear about what you see the problem as and what you would like to happen. For example do you want a repair, a replacement or a refund?
- Stay calm, even if you are angry.
- Be clear about what you want while remaining polite.



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