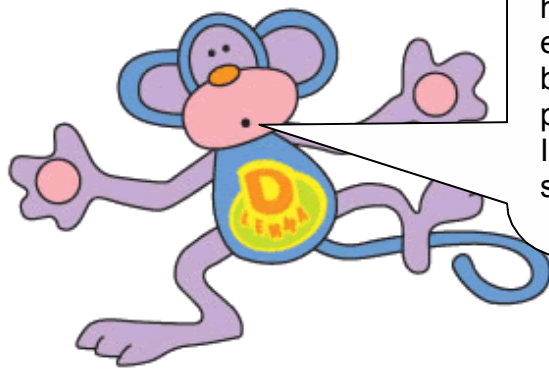


Di Lemma makes a complaint



Hi everyone, Di Lemma here again. I am very excited as I am going to buy my mum a birthday present with my Aunty. I hope to buy something really nice.

It was a week away from Di Lemma's mum's birthday, Di Lemma was very excited, and he was going shopping for a present with one of his favourite Aunts. He had saved his pocket money to get his mum a lovely present, so he now had £15 to spend. Although, he was a little nervous as he had never done this before and wasn't sure what presents to get them.

When his Auntie arrived, Di Lemma was desperate to go, but his Auntie wanted a cup of tea first. She said that there was no rush, she would have a drink and a chat with his mum and then they would go. Di Lemma was still very excited but started to worry about the time and how long the shops would be open for.

Do you think it is fair that his Auntie is making Di Lemma wait?
Do you go shopping? What could Di Lemma do to make his shopping easier?

Di Lemma and his Auntie left for the shops in the car and talked about all the things they could buy. Di Lemma's Auntie decided that she would let him have a look in some of the shops on his own and that she would wait outside. His Aunt tried to give him some advice about not rushing into buying things straight away but Di Lemma was so excited he did not really listen and dashed into the first shop they came to.

Should Di Lemma have listened to his Aunt? Why did she tell him not to rush?

In the shop he saw a beautiful scarf for his mum, in a rush he bought it without checking it or the price. When the lady gave him his change and receipt he only had £5 left.

He dashed out and said he wanted to buy something else, but his Aunt said they would go for lunch first.

As Di Lemma and his Aunt sat in a café eating lunch, she asked to look at the gifts. Di Lemma excitedly showed her the scarf, but as soon as she looked at it she noticed it was damaged; it had a tear in it!!! Di Lemma was really upset, "Do you have the receipt? We should take it back straight away!"

Why do you think they should take it back straight away?

Di Lemma and his Aunt returned to the shop where the scarf had been bought, his Aunt explained that it was damaged and that they wanted their money back. The lady was nice but said they couldn't be sure that the scarf had come from their shop.

How could Di Lemma prove that he had bought the scarf from that shop?

Di Lemma had the receipt which proved when and where he had bought it. Therefore the shop had to offer him a replacement or refund his money.

What does refund mean? Why do you think the shop offered a replacement or refund?

Di Lemma really liked the scarf and knew his mum would too so he asked for a replacement. This time though he and his Aunt checked it thoroughly to make sure it was ok. It was and Di Lemma was happy.

"It was a good job you had your receipt otherwise it would have made it more difficult to get your money back. When you are out shopping you should always ask for a receipt as it makes it a lot easier to deal with any problems," she said.

If the shop refused to help Di Lemma they would be committing a civil offence, discuss with you teacher what this might mean. What do you think could happen to the shop, if the shop refused to offer either to Di Lemma?

Di Lemma decided that he just wanted to go home now; he thought the scarf was lovely and he didn't want anymore problems. His Aunt was happy to take him home. In the car Di Lemma asked his Auntie what you would do if a shop would not return your money. "Well she said, first you should complain politely to the manager, its best to follow it up with a letter too.

“What if they don’t reply?” said Di Lemma. “Well” said his Aunt “you can contact a helpful organisation who will advise you and support you if you have lots of trouble. Trading Standards will tell you what to do and if the shop is breaking the rules then they will get into trouble with Trading Standards.”

“What is Trading Standards?” asked Di Lemma

**Have you heard of Trading Standards? Can you think what they might do?
Why should Di Lemma remember who they are?**

His Aunt explained that Trading Standards were a consumer protection body; this means that they advise shoppers on their rights and help with problems when they occur. She said that they also help businesses and offer them advice too, in order to stay within the law.

Di Lemma said that he would remember this for next time!

List all the things Di Lemma should have learnt from his shopping trip with his Aunt.

Di Lemma say bye until next time.....