10) The Art of Complaining Effectively

- Complaining and getting your complaint resolved may require an investment of time.
- Above all, you must know what you are complaining about so you can communicate this clearly!
- Start your conversation with something nice to say about the business or salesperson or product.
- Keep important information, such as sales receipts, warranties.
- Keep notes of your conversation along with date, time, and name of the person you spoke with and what they said.
- Thank the person who helped you to resolve your problem. Write a note to his/her supervisor informing them how you were helped.

- Being loud and abusive doesn’t help. Staying calm and respectful will get you heard.
- If you compliment or complain about a product, the business may send you coupons in the mail!
10 a) The Process

- Contact the person or business where you bought the goods or services.
- If you are not happy, ask to speak to the manager.
- If you still have a problem, contact the customer service department at the company’s head office.
- If that doesn’t work, call the government office of the Business Practices and Consumer Protection Authority.

To complain to the government contact Consumer Protection BC which oversees business practices and consumer protection in the province.

**Consumer Protection BC**
307 - 3450 Uptown Blvd
Victoria, BC V8Z 0B9
Toll free Tel: 1.888.564.9963
Fax: 250.920.7181
Email: info@consumerprotectionbc.ca
Website: www.consumerprotectionbc.ca
10 b) Complaint Letters

- Type your letter. Keep it short and keep a copy for your records.
- Be sure you complain to the person who has the authority to do something about your complaint.
- Identify the date and location of the purchase.
- Give a complete description of the goods or service you purchased.
- Explain the problem.
- Tell them what you have done so far.
- Specify the action you expect and when you expect it.
- Provide your contact information.
- Send copies of receipts, etc. and keep the originals.

Complimenting is Important!

<table>
<thead>
<tr>
<th>How it Benefits the Person who Served You</th>
<th>How it Benefits You</th>
</tr>
</thead>
<tbody>
<tr>
<td>• You make that person’s day!</td>
<td>• You will feel good about making someone’s day!</td>
</tr>
<tr>
<td>• Your compliment could help them in their job.</td>
<td>• The person you complimented will remember you when you go there next time and will provide better service!</td>
</tr>
<tr>
<td>• That person will be encouraged to serve others better as well.</td>
<td></td>
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</tbody>
</table>
10 c) Who to Go to for Other Complaints

**Employment issues:** Contact Ministry of Labour Employment Standards.

**Banks:** Speak to a customer service representative. Next, speak to the branch manager or area manager. Then, call or write to your bank’s Ombudsperson. Lastly, write to the Ombudsperson for Banking Services and Investments.

**Credit Unions:** Speak to a member service representative. Then, speak to the branch manager. Lastly, call or write to the CEO.

**T4 slips:** If your employer does not give you a T4 slip contact CRA for help.  
Tel: 1.800.959.8281  
Website: www.cra-arc.gc.ca

### Tax Service Office Locations

<table>
<thead>
<tr>
<th>Burnaby-Fraser</th>
<th>Vancouver</th>
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</thead>
<tbody>
<tr>
<td>9755 King George Highway, Surrey, BC V3T 5E1</td>
<td>1166 West Pender Street, Vancouver, BC V6E 3H8</td>
</tr>
<tr>
<td>Northern BC and Yukon</td>
<td>Southern Interior BC</td>
</tr>
<tr>
<td>280 Victoria St, Prince George, BC V2L 5N8</td>
<td>277 Winnipeg Street, Penticton, BC V2A 1N6</td>
</tr>
<tr>
<td>Vancouver Island</td>
<td>OR</td>
</tr>
<tr>
<td>1415 Vancouver Street, Victoria, BC V8V 3W4</td>
<td>100 - 1620 Dickson Avenue, Kelowna, BC V1Y 9Y2</td>
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</tbody>
</table>

### Residential Tenancy Office

<table>
<thead>
<tr>
<th>Tel: Lower Mainland: 604.660.1020</th>
<th>Tel: Victoria: 250.387.1602</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel: Phone elsewhere in BC:</td>
<td>1.800.665.8779</td>
</tr>
<tr>
<td>Website: <a href="http://www.rto.gov.bc.ca">www.rto.gov.bc.ca</a></td>
<td>Email: <a href="mailto:HSRTO@gov.bc.ca">HSRTO@gov.bc.ca</a></td>
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