

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!

How it Benefits the Person who Served You	How it Benefits You
<ul style="list-style-type: none">• You make that person's day!• Your compliment could help them in their job.• That person will be encouraged to serve others better as well.	<ul style="list-style-type: none">• You will feel good about making someone's day!• The person you complimented will remember you when you go there next time and will provide better service!

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

Burnaby-Fraser
9755 King George Highway
Surrey, BC V3T 5E1

Northern BC and Yukon
280 Victoria St
Prince George, BC V2L 5N8

Vancouver Island
1415 Vancouver Street
Victoria, BC V8V 3W4

Vancouver
1166 West Pender Street
Vancouver, BC V6E 3H8

Southern Interior BC
277 Winnipeg Street
Penticton, BC V2A 1N6

OR

100 - 1620 Dickson Avenue
Kelowna, BC V1Y 9Y2

Residential Tenancy Office

Tel: Lower Mainland: 604.660.1020
Tel: Victoria: 250.387.1602
Phone elsewhere in BC:
1.800.665.8779

Website: www.rto.gov.bc.ca
Email: HSRTO@gov.bc.ca