

Complaint Checklist

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- Organize your Information
 - Name the person or organisation against whom the complaint is lodged.
 - Write When the incident you are complaining about took place.
 - Write how the incident happened and what caused it.
 - Write where the incident happened.
 - Write why the incident happened.
 - Attempt to resolve the situation immediately.
- Making a Complaint
 - Accumulate the documents involved with the incident.
 - Identify what you want to resolve the situation.
 - Determine if you want to write down a complaint letter of what you want done to correct the problem.
 - Determine who to contact to have your problem addressed.
 - Make sure the complaint is signed and dated.
 - Where evidence is supplied, attach to the complaint.
 - Send the complaint letter to people in power.
- Tips
 - Always write down the date, time, names and titles of the people that you speak with.
 - Be patient and polite.
 - If you cannot get the result that you want from a representative, ask to speak to their supervisor.
 - If your complaint is resolved, say "Thank you".