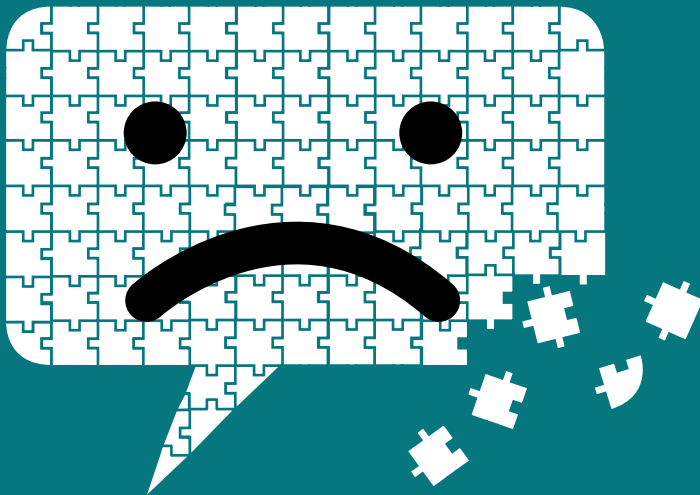


# Making a complaint - speaking out

*We'll help fill in the pieces*



# Making a complaint - *We'll help fill in the pieces*

## **Contact the business. Tell them:**

- what is wrong with the product or service
- how you want the business to fix the problem
- when you want it fixed by.

Write down the name of the person you spoke to, the dates you spoke to them and what they said. Email is good evidence that you told them about the problem.

## **What will the business do? They might:**

- ask you for a copy of your receipt or contract
- talk to you about whether the problem can be fixed or not
- tell you how long it could take to fix the problem.

## **Tip: Always keep a copy of your receipts and contracts**

For more information or to request a free speaker for your community group, visit **[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)** or call **13 32 20**.