

How To Craft A Killer Complaint Letter

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Each year, hundreds of millions of people jot a letter of complaint. Since you are one of the crowd, you'll want your letter to gain attention. Place yourself in the position of the person getting your letter and recall that your goal is not to vengeance or to vent your righteous anger, but to get win-win results.

The best way to get a desired outcome is to make your letter concise, factual, and reasonable. Oh and yes- rib-tickling humor doesn't hurt either. Write a letter of complaint about:

1. collection/financial/ordering errors
2. kids and/or pets: misbehavior/damage by
3. neighborhood problems: unkempt property/ loud noises/disturbance
4. holdup: late reply/shipment/refund/merchandise/supplies/ payment
5. staff: incompetent/rude/inappropriate behavior
6. governmental problems: high taxes/unfair laws/pending bills
7. goods: defective/damaged/dangerous/missing parts, instructions, or warranties
8. blunder, misunderstandings, personal errors
9. policies: unfavorable/restrictive/discriminatory
10. institutional: undeserved reprimands/undesirable programs
11. alleged fraud, misleading advertising, unfair practices, discrimination

Let's get down to the nitty gritty on powerful letters of complaints{mosoogle}

1. Assert the problem plainly, concisely, and reasonably: what it is, when you observed it, how it has hassled you, what you have done, and what needs to be prepared to correct it.
2. Provide all vital facts: date and place of acquisition, sales slip number, thorough account of product or service, serial or model number, amount paid, name of clerk who performed the service or sold you the item/gave you the wrong information, your account number or credit card number, account of previous communication.
3. Present inclusive and accurate names and addresses, both your own and the person to whom you are writing. Also incorporate your home and work phone numbers.
4. Incorporate appropriate documentation such as sales slips, warranties or guarantees, previous communication, copies of pictures of damaged item, repair or service orders, canceled checks, contracts, paid invoices.
5. Inform why you think it's key that the complaint be taken care of and affirm plainly what you require from the person or company. Demand a reasonable, possible resolution.
6. Propose a deadline for the action demanded.
7. Should your complaint involve an incident with an impudent sales clerk, another driver, a cantankerous or intimidating stranger, include the date and time of the incident, the name of person involved, where it occurred, names of witnesses, and any other noteworthy particulars.
9. In finishing, articulate your assurance that the matter will be taken care of to your satisfaction.
10. Shun derision, finger pointing, abuse, recriminations, blaming, crass remarks, and emotional outbursts. You will only provoke the very person who is in the best position to help you. Off-putting letters are not only futile, they also make you look silly.
11. Never threaten to sue. Blustering is generally recognized as a bluff; people who are really going to sue leave this declaration to their lawyer. You might say that you will elevate the case to small claims court. This is one probable way of achieving a swift, inexpensive resolution.
12. Never hint for freebies or "compensation" beyond your dues.

About The Author: Joseph Plazo is a renowned success coach. He teaches NLP techniques and negotiation skills while helping people find great jobs in the Philippines.

