

Here's the way to complain

The Michigan Consumers Council wants you to know how to complain.

For this reason it has prepared a For this reason it has prepared a new brochure called, "How to Coinplain." Consumers may feel helpies when faced with a product which wan't work or a service which wan't delivered, said Linda Joy, executive director of the state agency. Often they don't realize they have influence in the marketplace. Nor do they know how to use their influence.

She added: "Many complaints can be solved simply by explaining the sit-uation to the store owner or manager, and mentioning bow you would like the problem solved. Most businesses are eager to correct a problem if they are aware of it."

The brochure suggested that you write down exactly what happened, what created the problem, who you talked to, when the difficulty arose and where. "Be specific, be concise," the brochure advises.

Decide on what is a fair solution to

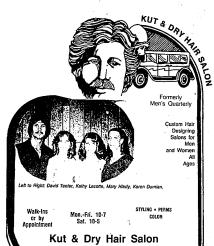
AMITY LEATHER WALLETS

the problem, a refund, exchange or credit. Gather together and photocopy all relevant documents such as con-tracts, warranties, receipts or can-celled checks.

The council also recommends paying a personal visit to the store owner or manager if the store is nearby. This is better than a phone call, members say. If you're nervous about going, take a friend, who will then be a witness to the discussion.

Jot down names of people talked to and a summary of the conversation immediately after the meeting. If you earl visit the store, write a letter and keep a copy for yourself. Send copies of relevant documents, never origi-nals. Give the phone number where you can be reached during the day.

If you receive no response, consider contacting your local consumer pro-tection agency. If your area doesn't have one, write the Michigan Con-sumer Council, 414 Hollister Building, 106 W. Allegan, Lansing 48933.



Winter's warning

A few rays of the sun try to sneak past heavy autumn clouds reminding us of snow and the cold, gray days ahead. (Staff photo by Art Emanuel)

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