

DOCUMENTING YOUR COMPLAINT

Unfortunately, there are times when you need to file a complaint with a company. Be sure to keep an accurate record of your complaint and contacts.

1. Keep track of calls
 - a. Date and time
 - b. Person you spoke to
 - c. Details of the conversation
2. Follow up in writing
 - a. Send a letter or email with a brief summary of the phone call.
 - b. Keep a copy for your records.
3. Set a deadline for a response
 - a. By setting a date, you are giving the company a set time frame for addressing and correcting the problem.
 - b. Do not be unreasonable with the time frame.
 - c. If the deadline is not met, another call and follow up letter will be needed. Letter should be sent REGISTERED mail to make sure someone signs for it.
4. If you have made several calls and sent letters, and are not getting the necessary response, contact our office to file a complaint.
 - a. We will ask for the information from #1-3 above to help us work to get the complaint resolved for you.

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