

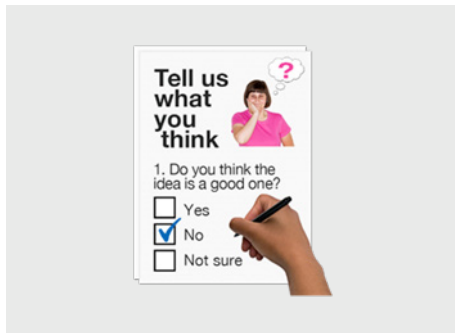
# Making a complaint about goods or services

Easy Read Information Guide  
January 2019



**Easy Read**

# How to make a complaint



## Make a complaint in writing

Check if the business has a feedback or complaint form.

You can use their form to make a complaint.



## Make a complaint over the phone

Write down your key points about the problem.

Practice what you are going to say before calling the business.



Keep calm and try not to get angry.

Call again if you do not hear back from them.

The forms on the next pages can help you plan what you would like to say.



**If you need help to make a complaint ask someone you trust like an advocate, friend or parent.**

# How to make a goods complaint

**Goods** are something you can touch or hold like a fridge or a phone.

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Hello

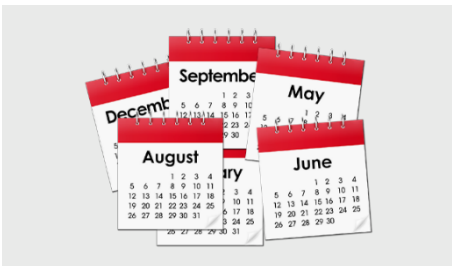
My name is

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I bought

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On this date

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This is the problem

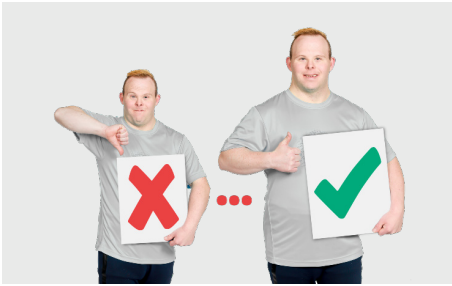
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# How to make a goods complaint



I would like a

☐

Repair

☐

Replacement

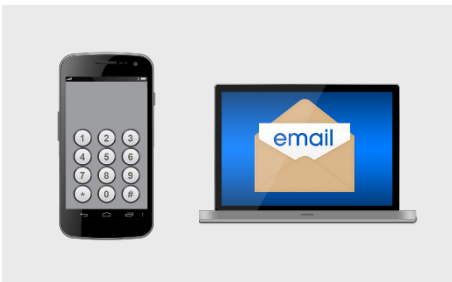
☐

Refund



I want this by this date

\_\_\_\_ / \_\_\_\_ / \_\_\_\_



**My contact details are**

Phone

\_\_\_\_\_

Email

\_\_\_\_\_



Thank you

## How to make a service complaint

A **service** is a job that someone does for you like cut your hair or clean your house.

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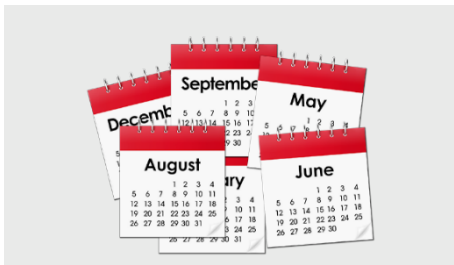
Hello

My name is

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I get \_\_\_\_\_ service



On this date

\_\_\_\_ / \_\_\_\_ / \_\_\_\_



This is the problem

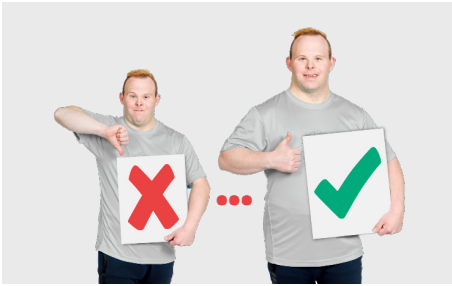
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# How to make a service complaint



This is how I want the service fixed

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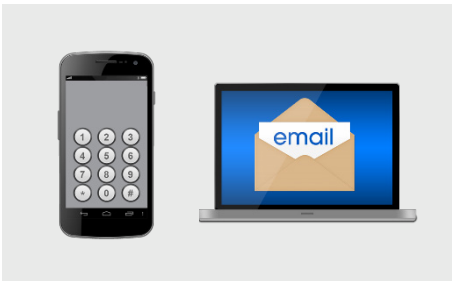
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I want this by this date

\_\_\_\_ / \_\_\_\_ / \_\_\_\_



**My contact details are**

Phone

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Email

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Thank you



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Contact if you need help to understand this fact sheet or anything.

Call **1800 424 065** or email **[info@nswcid.org.au](mailto:info@nswcid.org.au)**

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