

Headline	Effective complaints about goods or services		
MediaTitle	The Star		
Date	09 Jan 2017	Language	English
Circulation	338,368	Readership	1,032,000
Section	Letters	Page No	32
ArticleSize	137 cm ²	Journalist	N/A
PR Value	RM 9,864		



Effective complaints about goods or services

CONSUMERS should be fair when they complain about any service and also say how it can be improved. Don't just keep complaining without basis or substance.

Speaking about government agencies and government-linked companies, I would like to commend Tenaga Nasional Berhad for its excellent service to its customers.

Personnel manning the TNB CareLine are not only courteous and caring but very prompt in answering consumers' grouses.

So too is the Employees' Provident Fund, which handles consumer complaints speedily.

Thank you, too, to the Immigration Department and the National Registration Department. Both have very much improved

their service to the public.

That said, it is also time that we consumers learnt how to make an effective complaint and seek redress.

Make your letter brief and to the point. The letter should contain all the important facts about your purchase such as the serial or model number of the product or specific type of service. Also, be sure to include the date and location of purchase, or service rendered.

State what you feel should be done about the problem and how long you are willing to wait to get the problem resolved. Make sure that you are reasonable in requesting for a specific action.

Include copies of any documents regarding your problem, such as receipts, warranties, repair orders, contracts and so forth.

Be reasonable, not angry or threatening. Remember, the person reading your letter may not be directly responsible for your problem but could possibly help resolve it.

Finally, keep copies of your complaint letter and all related documents for your records and you may want to send a copy of the letter to the national consumer body Fomca (Federation of Malaysian Consumer Associations).

If you are unsuccessful in getting your complaints resolved directly with the company and must contact other sources for assistance, refer to your letter.

And if you have to contact other sources such as the Better Business Bureau, or a trade association, be sure to furnish them with information about your action thus far.

BULBIR SINGH
Seremban