

Headline	Ways to seek redress for consumer complaints		
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Ways to seek redress for consumer complaints

CONSUMERS can learn how to make an effective complaint and get redress.

I say get help from MCA Public Service and Complaints Department, which I see is helpful in solving many consumer complaints. This department truly works hard for many years now to resolve public complaints.

Its head, Datuk Seri Michael Chong must be commended for his zeal in assisting consumers.

But to get redress yourself, on any purchase, first, describe your purchase, including product or service, such as serial or model numbers or type of service.

Do include the date of purchase and specify the store; 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 you are reasonable in requesting an action; and include copies of all related documents like receipts, warranties, repair orders and contracts.

Be reasonable, not angry or threatening, in your letter. Remember, the person reading your letter may not be responsible for your problem, and can help resolve it.

For electrical breakdown complaints, call TNB Careline at 15454.

They, I see, are quick to answer your call and attend to matters.

You may want to write to the Prime Minister's Department for it has a bureau for consumer complaints. I note it is managed well, and ready to receive your complaints.

BULBIR SINGH
Seremban