

Useful Complaint Template

Occasionally you'll encounter a frustrating situation when using coupons, even if you have corporate coupon policies that back you up. If you try to work out the situation but still can't come to a reasonable outcome, decline to purchase the product in question and consider contacting the corporate office concerning your situation, politely and calmly providing names and details.

Here's a template to help:

<Greeting>

My name is <Your Name> and I frequently shop at <store name> at <store location>.

On <enter date and time>, I had a problem with purchasing a product at your store. <Explain the facts of the problem – emotions are next.>

As a result of this transaction, I feel <supply your own feeling words>. I feel this way because <state your reasons>. I would like a resolution to this problem.

<This is VERY IMPORTANT – state how you want the problem to be solved to your satisfaction>.

You can contact me at <contact information here>.

Thanks,

<Your Name>

Whether or I've liked the response, I've always received one. Please email me at Kelly@wilsonwrites.com or leave a comment on www.wilsonwrites.com about your experience, I'd love to hear about it!