

## 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](mailto:Kelly@wilsonwrites.com) or leave a comment on [www.wilsonwrites.com](http://www.wilsonwrites.com) about your experience, I'd love to hear about it!