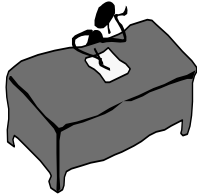


Trading Standards



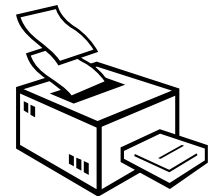
LETTERS



From our experience, consumers who write a formal complaint letter that clearly outlines their problem often achieve a satisfactory outcome at an early stage. One letter can be more effective and less costly than several phone calls. You can still contact the trader by telephone, but do remember to confirm important points in writing.

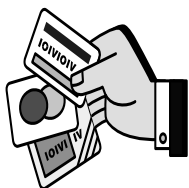
IMPORTANT

Always send your letter by Recorded Delivery and keep a copy. These copies may be useful if you have to take your claim to the county court.



SUGGESTED LETTER FORMAT

- **Paragraph 1**
Give details of the goods or services, such as any reference numbers, dates and prices.
- **Paragraph 2**
Give details of your problem. List the faults.
- **Paragraph 3**
Give the trader a diary of action taken, such as visits and telephone calls.
- **Paragraph 4**
Tell the trader what you want done about the problem and by what date. Remember, any time scale has to be realistic and reasonable.
- **Paragraph 5**
Tell the trader what steps you will take if this is not done, such as possible county court action.



If the goods or services cost over £100 and were bought using a credit card or on finance arranged by the trader, send the credit company a copy of the above letter asking them for assistance. Give details such as agreement or account numbers.

Example Letters of Complaint:-

Customer Services Manager
No-con Garages
Old Street
Canterbury
CT11 11D

Ivor Mishap
123 Abacus Street
Margate

(Remember to date your letter)

Dear Sir/Madam

Re: Renault 5 A11 ROT

At approximately 8.30 am on the 15th September this year, I brought my vehicle, a Renault 5, Registration Number A11 ROT, to your garage and asked you to service it.

When I collected the vehicle from you at approximately 4.30 pm the same day, I was told that you had carried out a "full service" and had adjusted the timing, replaced the air filter, spark plugs, distributor cap and cam belt and carried out a complete oil change. The bill for this work was £128.00 which I paid by cheque accordingly.

On the 17th September, 2 days after the service, the vehicle developed faults:- it wouldn't start when I turned on the ignition and once I eventually got it going, every time I slowed down the engine cut out.

Under the Supply of Goods and Services Act, you should carry out the service with reasonable care and skill and for a reasonable price, using parts that are both of satisfactory quality and fit for their purpose.

I therefore request that you rectify the faults within the next 7 days, free of charge. Failing this would you be prepared to share the costs of an independent report to confirm what the problems are with the vehicle.

I therefore request that you either rectify the faults within the next 7 days, free of charge, or pay the costs of an independent mechanic to put the faults right.

I should be grateful for you comments, within the next 7 days, before I consider any further legal action.

Yours faithfully

Ivor Mishap

Customer Services Manager
Rip-Off Stores Limited
Head Office
High Street
London

Jane Bloggs
123 Abacus Street
Maidstone

(Remember to date your letter)

Dear Sir/Madam

Re: Faulty Radio/Alarm Clock

On 12th September this year I bought a digital radio/alarm clock, model CP230, at a cost of £27.99 for which I paid cash, from your Ashford branch at 88 Maths Street, Ashford.

After one week, the digital display started to work intermittently and the alarm stopped working altogether.

I returned to your Ashford branch with the clock on 21st September and spoke to the Assistant Manager (Mrs Bird), but she was not prepared to assist, other than to offer me a credit note, which I did not accept. I therefore telephoned the branch on 22nd September and spoke with Mr Sage, the Manager, who confirmed all he was prepared to offer was a credit note.

In view of the short length of time I have had the clock, before it developed a fault, I wish to reject it as not being of satisfactory quality under the Sale of Goods Act 1979 (as amended) and claim a full refund of my money, within the next seven days.

If you fail to resolve this matter to my satisfaction I will consider seeking legal advice on pursuing redress through the local County Courts.

I look forward to your comments at your earliest convenience.

Yours faithfully

Jane Bloggs (Miss)

REMEMBER:

- TO ALWAYS KEEP A COPY OF YOUR LETTER
- TO SEND YOUR LETTER BY RECORDED DELIVERY
- TO ASK THE POST OFFICE FOR AN AR CARD SO YOU KNOW THE LETTER HAS BEEN SIGNED FOR AND DELIVERED.

Trading Standards Website: www.tradingstandards.gov.uk/kent

For further consumer advice please call Consumer Direct on the local rate number given below

08454 04 05 06

