



Brent & Harrow Trading Standards Service

WORKING IN PARTNERSHIP



Age Restricted Products Responsible Trader Scheme

DEALING With AN ANGRY CUSTOMER



HAND THEM A 'REFUSAL MESSAGE'

- ✗ DO NOT get involved in an argument with the customer.

- ✓ DO Call for your Manager or Supervisor if you feel it necessary.

- ✓ DO apologise for any inconvenience being caused to the customer.

- ✓ DO explain that this is a LEGAL ISSUE and not one of your making.

- ✓ DO make the customer feel you understand his/her feelings about the matter

