



## Complaint Letters for Busy People

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Career Press (July 1999)

Unknown \$16.99 (239pp)

978-1-56414-403-4

Studies show that less than twenty percent of people with legitimate complaints actually exercise their rights for better service. *Complaint Letters for Busy People* is an eye-opening look at how effective communication of dissatisfaction can turn a negative experience into a positive situation.

Written by John Bear, a Ph.D. in communications, and his daughter Mariah Bear, it is an excellent reference book on writing complaint letters that get satisfactory results. It stresses that the key to effective complaining is to approach the right person in the right way, and the point of complaining is to receive the desired compensation for one's dissatisfaction. It illustrates this point clearly through a number of practical real life examples. There are more than eighty pages of sample letters, covering complaints regarding food preparation, automobile repair, defective merchandise, HMO service and various other types of professional services.

The book also contains directories of contact information for the most common complaint agencies, industry associations and corporations. Although the book focuses mainly on writing complaint letters, it also describes various scenarios where complaining immediately is more effective than waiting to write a letter. The authors blend humor and seriousness in their presentation of suggestions and effective letters.

CINDY PATUSZYNSKI (September / October 1999)

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