***ALL SAINTS' SECONDARY SCHOOL, OYIGBO***

***SUBJECT: BUSINESS STUDIES***

***CLASS: JSS3***

***TOPIC: HOW TO MAKE COMPLAINTS***

When someone makes a complaint, it means that such a person is not happy with what is happening around him/her. It could be that he frowns at a behaviour or not satisfied with a product or service received. There is nothing wrong with laying a complaint but the manner in which is presented is very important.

***MEANING:*** Complaint is an expression of dissatisfaction which could be oral, written, justified or unjustified. It could be a situation that is not satisfactory or unacceptable to the complainant. Failure to provide a service or supply goods can form the basis of a complaint. The main reason for lodging a complaint is to get some form of compensation.

***TYPES OF COMPLAINT***

***1. Justified Complaint:*** When one has a good reason for lodging a complaint, it is called justified complaint, therefore, it is a complaint that has a good defendable basis. It is a complaint that one can easily defend with all confidence, e.g. delivery if faulty or damaged goods, failure to deliver goods paid for, rendering of poor service, e.t.c.

***2. Unjustified Complaint:*** A complaint that has no basis for redress or a complaint that is unwarranted is known as unjustified complaint. This is a kind of complaint that the complainant finds difficult to defend, e.g. a customer who could not read a manual of a machine before use, if the machine performs below expectations, the customer has no basis for any complain.

***STEPS TO TAKE WHEN LODGING COMPLAINTS***

The type of complaint or the situation that warrants the complaint determines the step to take. Generally, the following steps can be used to file complaints -

***1. Phone Call:*** Complaints can be made by phone call but the complainant must make sure that he/she is calling the appropriate person. The phone call must be made during the hours allocated for treatment of complaints. The advantage of using phone is that the complainant can get immediate reply that can resolve the problem.

***2. E-mail:*** E-mail is another step used in lodging complaints. The advantage of using e-mail is that it forms an evidence that a complaint was made about the issue.

***3. Letter Writing***: A complaint can also be made by writing a letter. Here the complainant is expected to address the letter correctly so that it can get to the appropriate section of the organization that handles complaints.

***4. The complainant can go in person to lay his/her complaint***: Here, the complainant is expected to fill the complaint form with the information such as his/her name, date, the issue he has come to complain about, the damaged product or service which he is not satisfied with.

***ASSIGNMENT***

1, What is Complaint?

2, Give one reason for lodging a complaint.

3, Write down three issues that one can complain about.

4, Mention four steps in lodging complaints.