

Contemporary Issues in Foods and Nutrition

**FCS 321
Writing a Wrong**



On our website

How to Handle Your Own Complaint

As a consumer you have the right to expect quality products and services at fair prices. If something goes wrong, however, there are things you can do to solve the problem. Here are some suggestions for handling your own complaint:

Identify the problem:

Before you complain to a company, be sure to identify the problem, what (if anything) you have already done to resolve it, and decide what you think is a fair settlement. Do you want your money back? Would you like the product repaired? Exchanged?

Gather records:

Start a file about your complaint, include copies of sales receipts, repair orders, warranties, cancelled checks, and contracts which will back up your complaint and help the company resolve your problem.

Go back to where you made the purchase:

Contact the person who sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like taken. If that person is not helpful, ask for the supervisor or manager, and restate your case. A large percentage of consumer problems are resolved at this level. Chances are, yours will be too.

Allow each person you contact time to resolve your problem before contacting another source for assistance.

Keep a record of your efforts and include notes about whom you spoke with and what was done about the problem. Save copies of any letters or emails you send to the company, as well as letters sent to you.

Don't give up:

If you are not satisfied with the response, don't give up. If the company operates nationally or the product is a national brand, call or write a letter to the person responsible for consumer complaints at the company's headquarters. Many companies have a toll-free number, often printed on the product. If you are writing a letter, send your letter to the consumer office or to the president of the company.

What to write:

- The letter should include your name, address, home, work, cell telephone numbers, email and fax, if needed.
- Make your letter BRIEF and to the point. Specify all the important facts about your purchase, including the date and place you made the purchase, and any information you can give about the product: serial or model number, etc. If you are complaining about a service you received, describe the service and who performed it.
- State exactly what you want done about the problem and how long you are willing to wait to resolve it. Be reasonable.
- Include copies of all documents regarding your problem. Be sure to send COPIES, not originals.
- Don't write an angry, sarcastic, or threatening letter. The person reading your letter probably was not responsible for your problem, but may be helpful in resolving it.
- TYPE the letter, if possible, to insure neatness.
- Keep a copy of all correspondence to and from the company.
- See the sample letter on the next page as a guide to help you.



HOW TO WRITE A WRONG

1. Be calm, but not apologetic
2. Be firm, but not hostile
3. Systematically state facts:
 - A. If it's a product or service you are unhappy with, collect file (Eg. Collect receipts, warranties, service record, contracts).
 - B. If it's a policy, have facts as valid as you possibly can.
4. In a letter to legislator: Use exact top format:
Your address (Proves constituent)

Date

Under (Name of Contact Person), you put legislator, title; address.

Skip space. Dear (Legislator):



Sample Complaint Letter

(Your address)
(Your City, State, ZIP Code)
(Date)

(Name of Contact Person)
(Title)
(Company Name)
(Street Address)
(City, State, ZIP Code)

Dear (Contact Person):

Last week, I purchased (or had repaired) a (name of the product with serial or model number or service performed). I made this purchase at (location, date, and other important details of the transaction).

Unfortunately, your product (or service) has not performed satisfactorily (or the service was inadequate) because (state the problem).

Therefore, to solve the problem, I would appreciate your (state the specific action you want.) Enclosed are copies (copies – NOT originals) of my records (receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents.)

I am looking forward to your reply and resolution of my problem, and will wait (set time limit) before seeking a third-party assistance. Contact me at the about address or by phone at (home, office, cell numbers – with area code).

Sincerely,

(Your name
(Your account number, if appropriate)

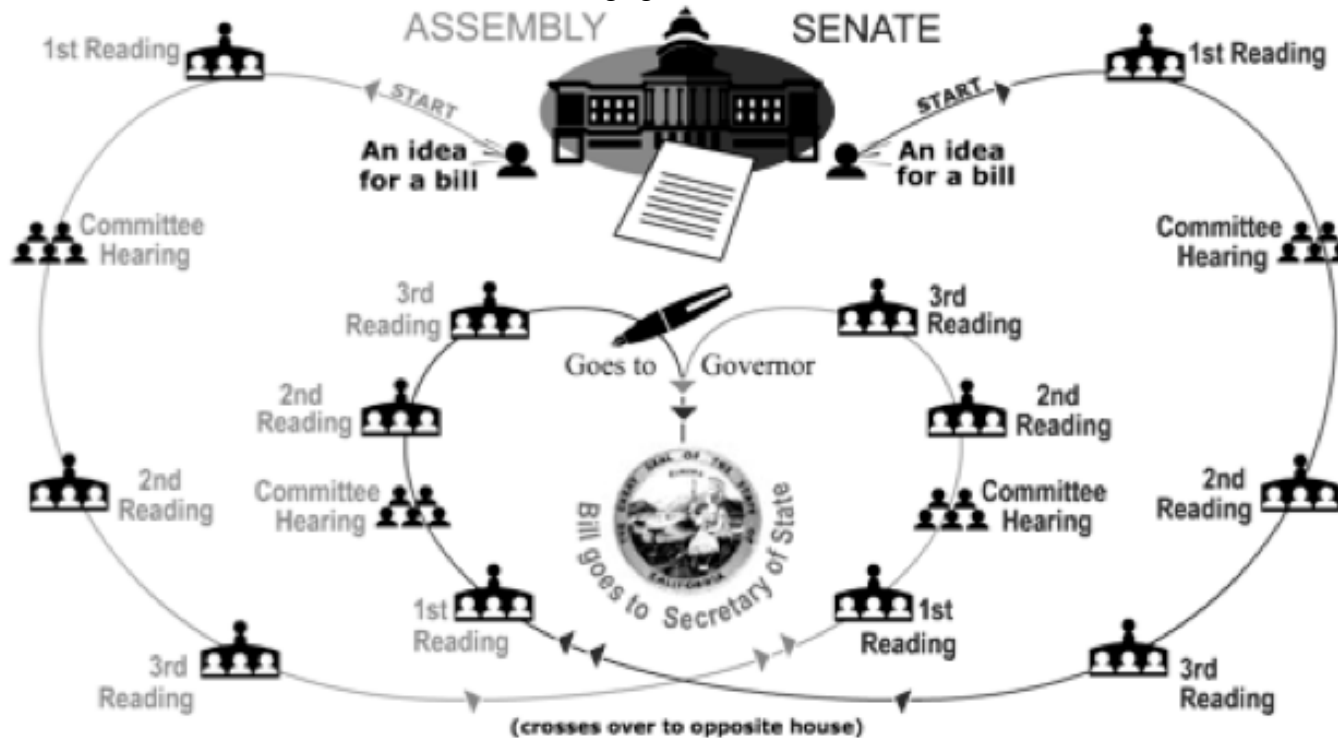
On our website

Lifecycle of a Bill



The Legislature functions to create laws that represent the best interests of the citizens within each legislative district. Proposals for new laws are called bills. To become a law, a bill must successfully pass through a number of steps. Use your mouse to explore the image below and learn more about each step in the lifecycle of a bill.

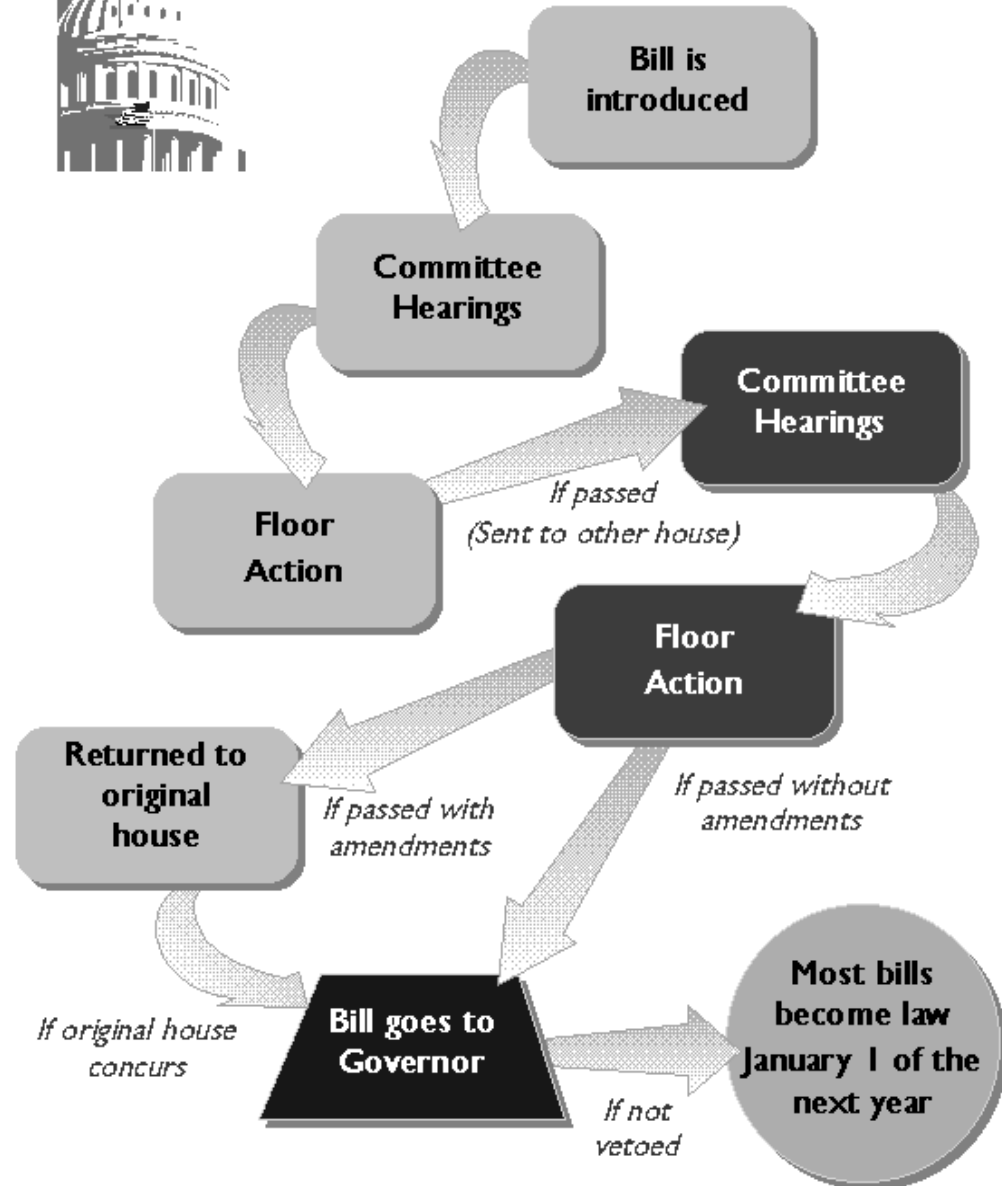
1. Legislator sends idea to Leg. Counsel
2. Draft into actual bill
3. If Senator, introduce to Senate; Assemb → Assemb - Intro by Author
4. 1st reading, gets #, author, title

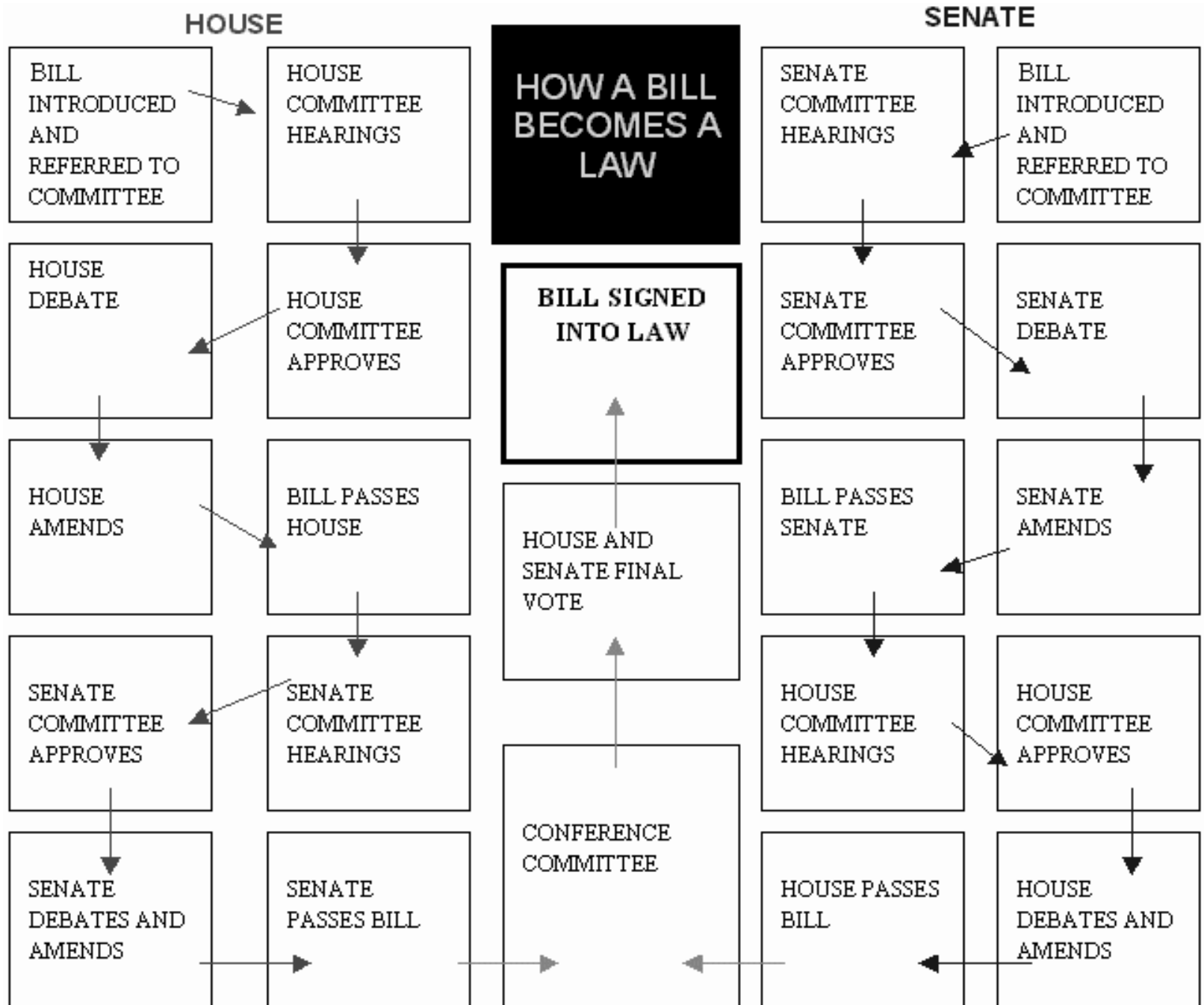




How a Bill Becomes a Law

1. Legislator sends idea to Legislative Counsel
2. Drafted into actual bill
3. If Senator, introduced to Senate - by Author
4. 1st reading, gets #, author, title





Steps to Writing a Wrong (or Right)
Getting Involved in the Legislative Process
A Guide to Participation
From a booklet and CD from Assemblyman Lloyd Levine
40th District
818 904-3840
Assemblymember.Levine@assembly.ca.gov

COULD ALSO GO TO: TO FIND OUT LEGISLATOR OR BILL IN
WHICH YOU ARE INTERESTED, GO TO <http://thomas.loc.gov/>

1. Open CD.
2. Find your legislator
3. Go to my county (Ventura)
4. Put your District (17)
5. Legislative process:
6. Do a Bill Search: Type in a name, keyword (Nutrition) and Go.
7. Or could go to: <http://www.leginfo.ca.gov/cgi-bin/usweb/postquery>
8. Gets you to many different bills (AB) introduced in 2005,
but if I were with the Senator, it would be SB.



<http://www.publichealthadvocacy.org/legislation.html>

CALIFORNIA CENTER FOR
PUBLIC HEALTH ADVOCACY



 Forward to a friend

Dear

SB 120, the menu labeling bill, is now on the Governor's desk. The bill requires chain restaurants to provide nutrition information on menus and menu boards.

The restaurant industry has mounted a major campaign to urge the Governor to veto SB 120. Supporters of SB 120 must continue to tell the Governor there is widespread support for the bill. Your voice is very important.

Action Needed:

Fax the Governor today even if you have already contacted him. Tell the Governor that 84 percent of Californians want nutrition information on menus and menu boards. Urge him to lead the nation on menu labeling just as he did on getting soda and junk food out of schools.

[act now](#)



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Sample Legislative Letter

The Honorable _____
California State Assembly Health Committee
State Capitol, Room _____

RE: SUPPORT FOR SB 486 (SOLIS), as amended 10/6/04: Assembly Health Committee

Dear Assembly Member _____

My name is _____ and I am a Nutrition and Dietetics student at California State University, Northridge. I am writing to you about an issue of concern and importance to me.

I urge your 'AYE' vote for Senate Bill 486. This bill will assure that the cost-effective services of Registered Dietitians (RD) and other qualified nutrition professionals can continue to be reimbursed upon the referral of a licensed physician and surgeon.

This bill would maintain the physician and surgeon as the gatekeeper and would coordinate with the insurance code (10176.25), which permits health and disability insurers to reimburse dietitians or registered dietitians who provide services prescribed by a physician. It is important to note that SB 486 does not mandate direct reimbursement as a new, state-only benefit under the Medical program, nor does it mandate reimbursement if prohibited by federal law.

SB 486 would provide an alternative to creating a new traditional licensing board. SB 486 is necessary because state and federal health care programs or proposals may specify the inclusion of "state licensed health care providers." Since California does not license Registered Dietitians or other nutrition professionals, this could operate to exclude these allied health professionals as a matter of law from the health care environment. Such restrictions would deprive the public from beneficial, cost-effective dietetic care which has proven appropriate therapy for many diagnosed illnesses; it is also effective in promoting health and preventing disease.

For these reasons, I urge your "AYE" vote on SB 486 when it is voted upon in the Assembly Health Committee.

Sincerely,

Home address:

On our website