

Contemporary Issues in Foods and Nutrition

FCS 321 Writing a Wrong



Purchase, Service

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)

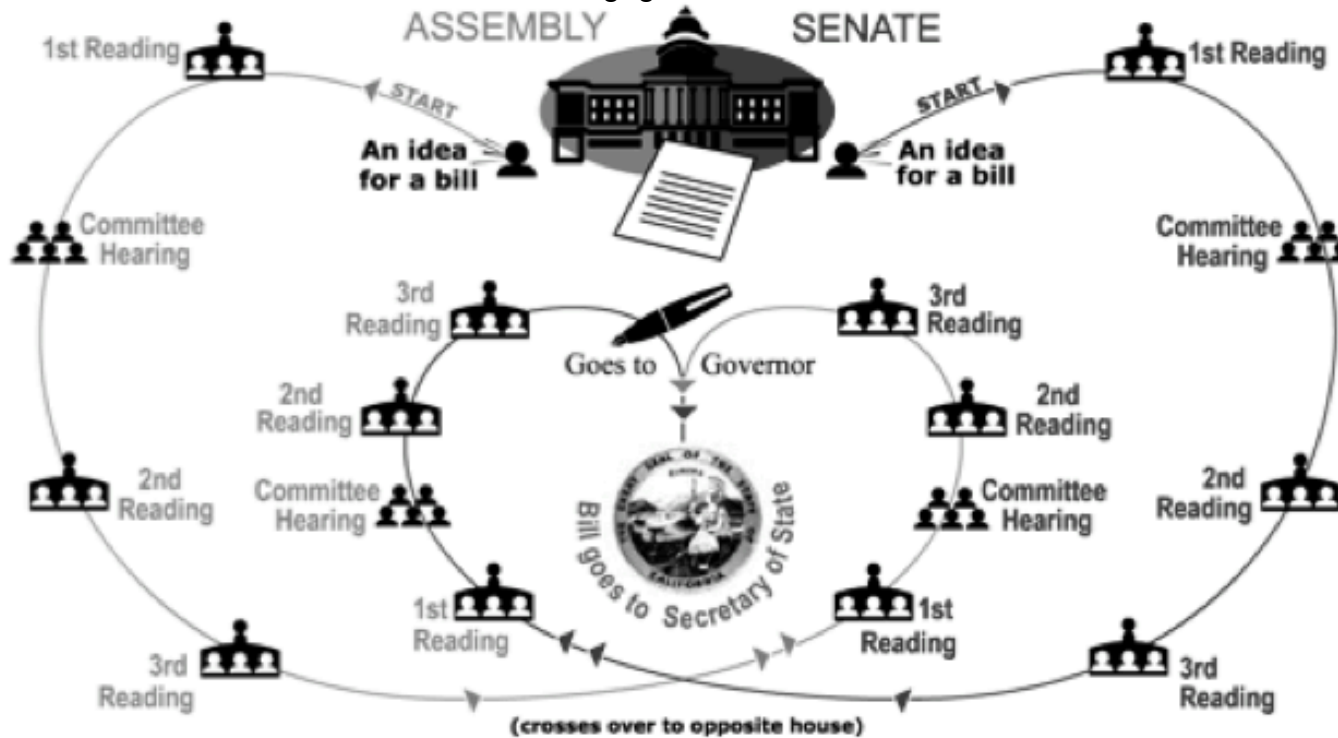
On our website

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

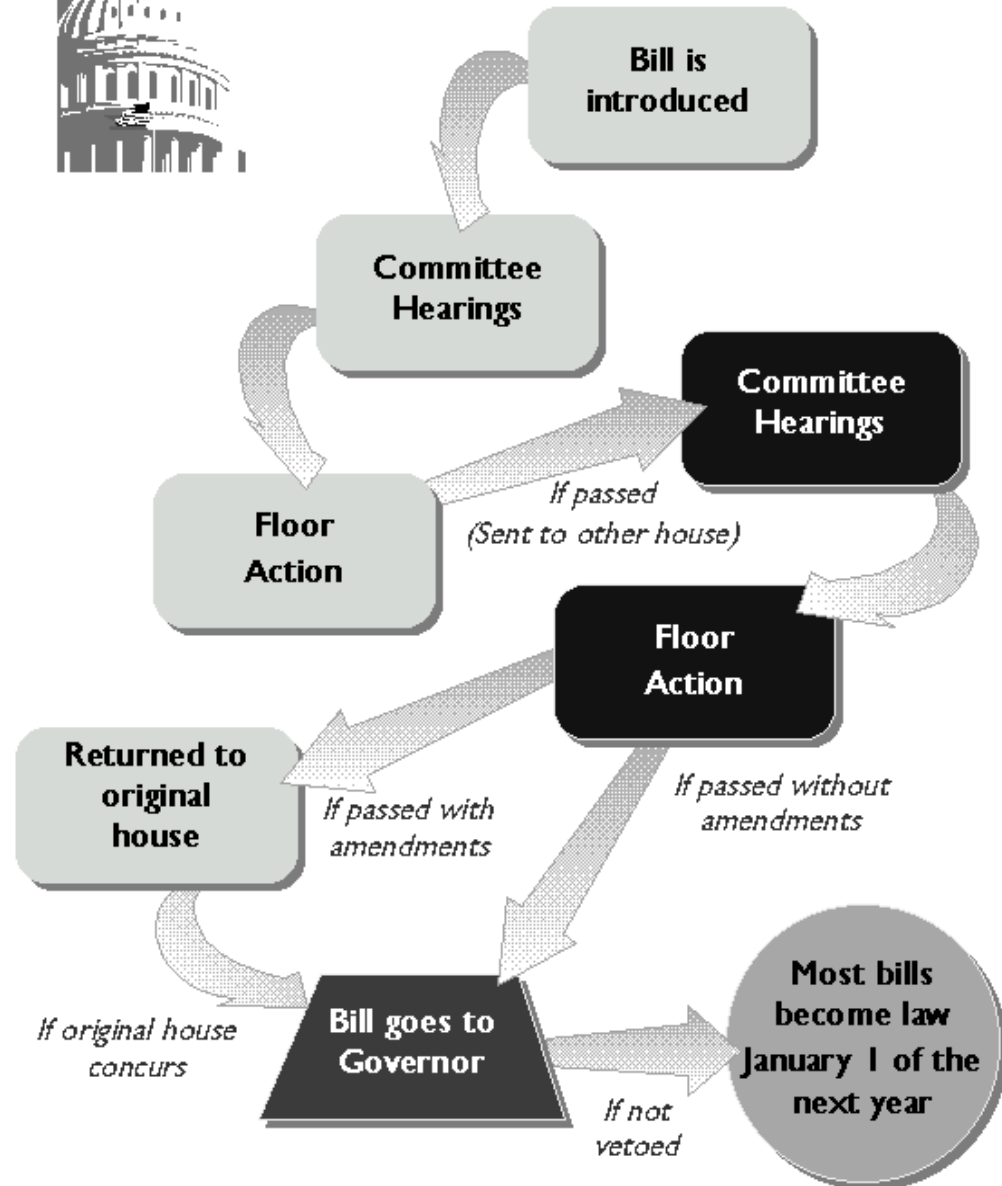


To Recap

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



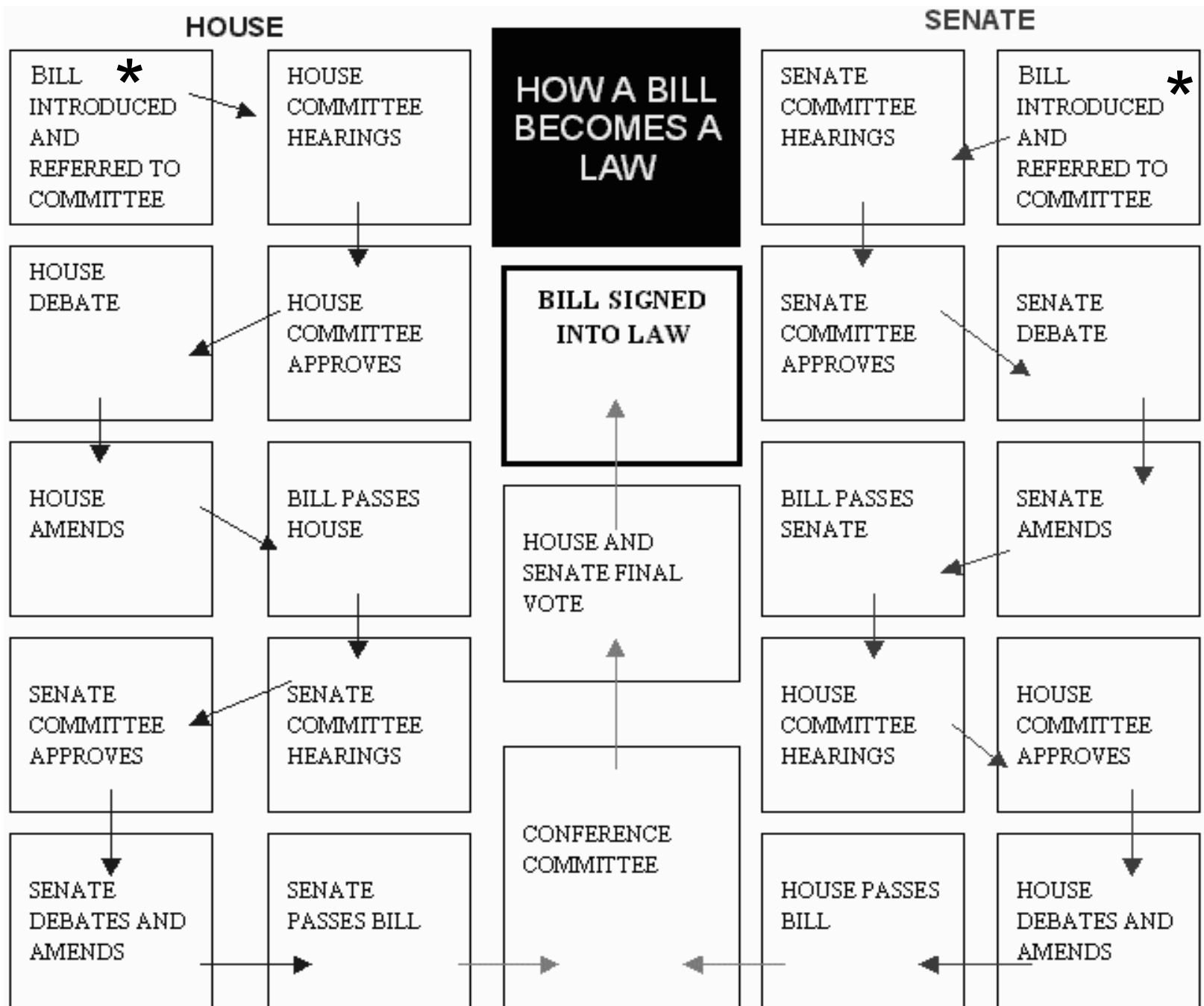
How a Bill Becomes a Law



How a Bill Becomes a Law Schoolhouse Rock



<https://www.youtube.com/watch?v=Otbml6WlQPo>



California Legislature

- Senate and Assembly
- 40 Senators
- 80 Assembly Members
- A legislative session = 2 years
- Term limits
 - 2 3-year terms for Assemblymembers
 - 2 4-year terms for Senators

Steps to Writing a Wrong (or Right)
Getting Involved in the Legislative Process
A Guide to Participation

California legislator [http://www.legislature.ca.gov/legislators_and_districts/legislators/your legislator.html](http://www.legislature.ca.gov/legislators_and_districts/legislators/your_legislator.html)
Federal legislator or state: <http://www.house.gov/representatives/find/>
To find out other information (legislator or bill) in which you are interested, go to <https://www.congress.gov>

1. Open website.
2. Go to Know Your Legislators
3. Type in zip code, search Assembly Members' Home or Senator's Home
4. Identifies my legislator (E.g. Sen. District 19; Assembly Dist 44)
5. Legislative process: | <http://www.leginfo.ca.gov/bilinfo.html>
6. Do a Bill Search: Type in a name, **keyword** (E.g. Nutrition)
7. Or for California, could go to:
<http://www.leginfo.ca.gov/bilinfo.html>
8. Gets you to many different bills (AB or SB) introduced



<http://www.publichealthadvocacy.org>



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▶ RESEARCH & REPORTS

▶ STATE LEGISLATION

▶ LOCAL POLICY

▶ LINKS



JOIN ADVOCACY NETWORK



LEGISLATIVE SUCCESSES

CCPHA has led many of California's most successful and groundbreaking statewide obesity prevention policy campaigns.

Statewide Menu Labeling at Chain Restaurants, 2008 (SB 1420, Padilla). This bill made California the first state in the nation to require menu labeling at chain restaurants. The law begins implementation in 2009 when restaurants chains with 20 or more outlets in the state must make nutritional brochures available at the point of sale. By 2011, restaurants must post calorie information directly on menus and menu boards. CCPHA and the American Cancer Society sponsored SB 1420. For a list of SB 1420 supporters, [click here](#). See how your legislator [voted](#) on SB 1420 and read a [summary](#) of the bill and the [full text](#) of the bill. For more information on menu labeling, see Menu Labeling in the Resources section of our web site.

School Junk Food Ban, 2005 (SB 12, Escutia). SB 12 established the most rigorous nutrition standards in the country for food sold anywhere on school campuses outside the school meal program. The law, which goes into effect July 1, 2007, established limits on fat and sugar content and portion size on all foods sold a la carte, in vending machines or school stores, or as part of a school fundraiser. SB 12 was sponsored by the California Center for Public Health Advocacy, the California School Boards Association, Governor Schwarzenegger, and many other [co-sponsors and supporters](#). Find out how your legislator [voted](#) on SB 12, and read a [bill summary](#) or the [full text](#) of the bill. Read this [case study](#) about the advocacy process that led to this legislative victory.

High School Soda Ban, 2005 (SB 965, Escutia). Reducing [soda consumption](#) is one of the most promising strategies for addressing the epidemic of overweight children. This bill defined school beverage standards for high schools, eliminating the sale of soda and other sweetened beverages on high school campuses in California. Similar standards had already been established for elementary and middle schools through SB 677 (Ortiz, 2003, see below). Half of the beverages sold on high school campuses must meet these standards by July 1, 2007. All beverages sold on high school campuses must meet these standards by July 1, 2009. SB 965 was sponsored by Governor Schwarzenegger and had a long list of [supporters](#). Find out how your legislator [voted](#) on SB 965, and read a [bill summary](#) or the [full text](#) of the bill. Read this [case study](#) about the advocacy process that led to this legislative victory.

CALIFORNIA CENTER FOR
PUBLIC HEALTH ADVOCACY



Dear Terri,

It's official! The Healthy State Vending Bill (SB 912, Mitchell) is now a law in California. Governor Jerry Brown signed the bill late yesterday afternoon.

The bill, co-sponsored by CCPHA, the California Pan-Ethnic Health Network (CPEHN) and the American Heart Association--Western States Affiliate, makes permanent basic nutrition standards for foods and drinks sold in vending machines that operate in state-owned buildings.

Passage of this law demonstrates a real norm change at the California Capitol, as the bill cleared nearly every legislative hurdle with bipartisan support. Our messaging about the need for healthy food and beverage options is resonating with policy makers on both sides of the aisle!

CCPHA is proud to have been a part of this legislative success! We believe this is proof of our commitment to getting policies passed in California that make our communities healthier places in which to live. For additional resources on the bill, click [HERE](#).

State Updates

SB 993 Signed by the Governor!



SB 993: Healing Arts - Dietitians was signed into law on September 26, 2014 by Governor Edmond G. Brown. **A special thank you to all members who sent letters, emails and called their legislators and the Governor asking for support.** This is a classic example of how advocacy can make a difference!

What Will SB 993 Do?

SB 993 updates and clarifies previous language in the **Business & Professions Codes (2585 & 2586)** regarding the role of Registered Dietitians working in licensed healthcare settings (e.g. hospitals). This update defines the RDs role in providing medical nutrition therapy and individualizing dietary treatment as needed (e.g. modifying diet orders within the parameter of the original diet order without having to obtain an additional diet order). SB 993 will also include newer pathways in the B&P Code to become a Registered Dietetic Technician.

How Does SB 993 Advance the Profession?

By clearly defining the role of RDs, the language written in SB 993 can be used to support future dietetic policies. In addition, this law will increase the workforce for DTRs.



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

Skip space. Dear (Legislator):



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