

Steps to resolve a problem



Follow these five steps to resolve a consumer problem as quickly and easily as possible. Use this process for both products — like faulty toasters and a lemon car from a dealer — and services — like poor quality trade jobs and unreliable internet service.

1



Verify

whether it is the business's responsibility to resolve the problem.

2



Decide

the outcome you want.

3



Gather

your receipt, contract or proof of purchase and any evidence about the problem.

4



Contact

the retailer or service provider.

5



Resolve

the problem together — or explore further options.