



Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results

Ellen Phillips

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How to get the best of shoddy shops, crooked car-dealerships, and heartless HMOs--without having to hire an attorney.

The Miss Manners of the consumer kvetch shows readers how to go postal, with complaint letters designed to melt the heart and sting the conscience of the most obdurate, negligent, or customer-hostile corporations.

Drawing on her experience as a pen-for-hire for irate consumers--and on the advice of clients, attorneys, and CEOs--Ellen Phillips shows readers:

- Who to write to, what to say, what to ask for
- The names and addresses of over 600 major companies
- How to draft personal petitions covering everything from tenant-landlord disputes to workman's compensation
- Suggestions on what steps to take to avoid litigation
- Consumer Smarts for automobile buyers
- How to protect yourself from fraudulent business solicitations
- Navigating the courts to ensure the well-being of your family and children
- Help in getting proper coverage from your HMO
- And--because sometimes the world is on your side--how to write the perfect thank- you note.

Delightfully readable, easy to use, and filled with the addresses of hundreds of corporate customer relations offices and state and federal agencies, **Shocked, Appalled, and Dismayed!** is an essential resource for anyone who wants to reach out and scold somebody.

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From reader reviews:

Charles Carey:

Spent a free time to be fun activity to accomplish! A lot of people spent their sparetime with their family, or their friends. Usually they performing activity like watching television, about to beach, or picnic inside park. They actually doing same thing every week. Do you feel it? Will you something different to fill your free time/ holiday? Could be reading a book could be option to fill your no cost time/ holiday. The first thing that you will ask may be what kinds of reserve that you should read. If you want to attempt look for book, may be the reserve untitled Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results can be excellent book to read. May be it can be best activity to you.

Ida Resler:

Don't be worry in case you are afraid that this book will probably filled the space in your house, you may have it in e-book method, more simple and reachable. This Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results can give you a lot of friends because by you considering this one book you have factor that they don't and make you actually more like an interesting person. That book can be one of a step for you to get success. This book offer you information that perhaps your friend doesn't understand, by knowing more than different make you to be great people. So , why hesitate? We need to have Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results.

Ronald Stauffer:

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Neil McNatt:

That publication can make you to feel relax. This kind of book Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results was colourful and of course has pictures on the website. As we know that book Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results has many kinds or category. Start from kids until teenagers. For example Naruto or Investigator Conan you can read and think that you are the character on there. So , not at all of book are usually make you bored, any it can make you feel happy, fun and loosen up. Try to choose the best book for yourself and try to like reading which.

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