



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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Jeanne Newman:

The knowledge that you get from Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results is the more deep you searching the information that hide within the words the more you get interested in reading it. It doesn't mean that this book is hard to understand but Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results giving you joy feeling of reading. The author conveys their point in particular way that can be understood by means of anyone who read that because the author of this guide is well-known enough. This particular book also makes your current vocabulary increase well. It is therefore easy to understand then can go together with you, both in printed or e-book style are available. We suggest you for having that Shocked, Appalled, and Dismayed! How to Write Letters of Complaint That Get Results instantly.

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