

If you're not happy with a service

It's quite likely that many of us have been unhappy at one time or another with poor service – for example, personalised birthday cards, car repair or hairstyling that has gone wrong.

Knowing how to resolve the problem or where to get advice can help reduce any stress you might feel if this happens.

The law says you must first give the trader the option of providing the service again if it's possible for them to do so. However you're legally entitled to go straight to getting a discount if any of the following apply:

- it's not possible to get the service done again
- it would take too long to get the service done again
- it would be very inconvenient for you to get the service done again

The trader might agree to give you a discount rather than re-do the service if that's what you'd prefer - ask them and see what they say. Try to deal with the situation in a calm manner.

Increasingly people are turning to social media for advice or to complain publicly about a service. If you have a problem or complaint about a company, you should follow their complaints procedure in the first instance. Some companies have a dedicated customer service channel on social media, which may give you another practical way to complain. Keep records of your communications about the complaint.

A potential benefit of using social media is that if the problem is made public other people who have had a similar experience may join the conversation, which may persuade the company to fix the problem quickly.

For more information read the 'If you're unhappy about poor service' page on Citizens Advice website www.citizensadvice.org.uk/consumer/somethings-gone-wrong-with-a-purchase/complain-about-a-service/

Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser:
03454 04 05 05