



# How to Write Complaint Letters That Work!: A Consumer's Guide to Resolving Conflicts & Getting Results

*Patricia H. Westheimer, Jim Mastro*

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## **How to Write Complaint Letters That Work!: A Consumer's Guide to Resolving Conflicts & Getting Results** Patricia H. Westheimer, Jim Mastro

Using the proven SPEAKWRITE method and illustrated with many examples, this informative book explains how to write results-oriented complaint letters. The authors also include advice on finding the right person to address, determining the proper tone, and deciding when a complaint letter is appropriate.

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