



CONSUMER PROBLEMS?



No doubt you've purchased a product or service that you weren't happy with. Rather than accepting the situation, take action! After all, businesses want to keep you happy so you'll keep coming back. The Department of Economic Planning and Development (JPKE) suggests these simple strategies for resolving a problem you may have with a product or service.

WHERE TO START

Contact the seller. Keep a record of your conversations—who you spoke with and when, and the action promised. If you can't resolve the problem at this level, contact the company headquarters. Look for it on the receipt of purchase or agreement or call 113 for directory assistance. Management may be grateful for your input; it can help identify problems that are bad for business.

WRITE A LETTER OR EMAIL

An effective complaint letter or email should be clear and concise, and include all the facts. Include copies—not originals—of documents regarding your complaint, such as sales receipts, repair orders, contracts, warranties, and any correspondence with the company.

You may want to send your letter by certified mail or by email, return receipt requested. The extra money this costs pays for your proof that the company got your letter and who signed for it or by email as proof that the company have received it.

AND IF THAT DOESN'T WORK

If your letter or email doesn't do the trick, contact JPKE at the following details for help:

Address: Block 2A, Room 3.04, Ong Sum Ping Road, Bandar Seri Begawan BA1311, Negara Brunei Darussalam

Contact numbers: +673 2230223 (hotline during office hours only)
+673 2230203 (fax)

consumercomplaint@jpke.gov.bn (Email)

DISPUTE RESOLUTION PROGRAMMES

Dispute resolution programmes offered to consumers are negotiations, mediation and Small Claims Tribunal - as an alternative to going to court.

- Negotiation involves JPKE as the specified body responsible for consumer protection will negotiate with the other party on your behalf as the complainant.
- Mediation involves both parties and a mediator - who helps you and the other party try to resolve the problem. However, it's up to you and the other party to reach an agreement.
- Small Claims Tribunal - for resolving small claims between you and the other party arising from contract disputes over the sale of goods, provision of services, or damage to property up to the amount of BND 10,000. You are required to lodge within one year from the accrual. Claims are commenced by completing and lodging a form with the Small Claims Tribunal upon payment of a prescribed fee.

FOR MORE INFORMATION

JPKE works to prevent deceptive, misleading and unfair business practices in the marketplace and to provide information to help consumers spot, stop and avoid them. To file a complaint or get free information on consumer issues, visit www.depd.gov.bn or contact us on the details provided earlier or visit us on [facebook.com/AduanPenggunaJPKE](https://www.facebook.com/AduanPenggunaJPKE).