**MANAGING CONSUMER PROBLEMS**

**Chapter 2, Section 4**

***GLENCOE HEALTH***

**BIG IDEA**: Knowing how to handle is an important skill to learn.

**NEW VOCAB**:

* consumer advocates
* malpractice
* health fraud

**Resolving Consumer Problems**

Take to correct consumer problems.

Knowing how to handle consumer problems is an important skill to learn.

When shopping for a product

1. Find out what the store’s return policy is you make a purchase.
2. If the product has a , make sure you receive it and it.
3. After you open the product, save the packaging, , and warranty.
4. If the product comes with , read and follow them carefully.
5. and use the product exactly the way it was designed to be assembled and used.

Most products have instructions that tell you how to use them correctly

If you are using the product correctly and it isn’t working the way you expected:

1. Read the to learn how the manufacturer requires you to return it
2. Put the product back in its original packaging, and follow the manufacturer’s instructions.
3. You may be asked to write a letter describing the problem and requesting a or your back.
4. Date your letter and keep a copy, along with the receipt.

If you are not satisfied with the response to your efforts, ask for help from one of the following organizations:

* Better Bureau
* Local, state, and government agencies
* organizations

Consumer organizations are also called   
 .

-people or groups whose sole purpose is to take on regional, national, and even international consumer issues

Occasionally, health care professionals can be guilty of

-failure by a health professional to meet accepted standards

If you experience a serious problem with a health care professional, you can get help from the

or a state licensing board.

**Health Fraud**

Protect yourself from health fraud

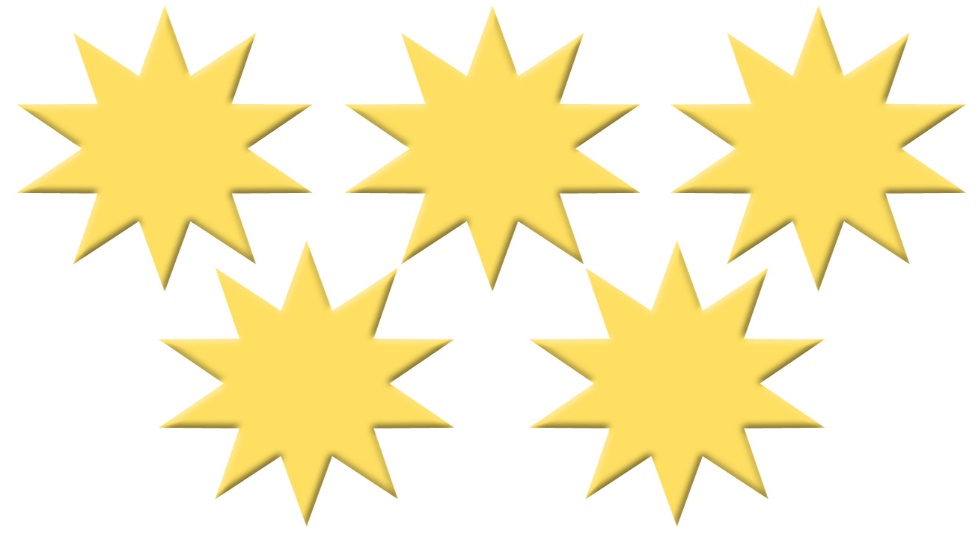
You have the power and the to protect your health and well-being!

Health fraud is often called

-the sale of worthless products or services that claim to prevent disease or cure other health problems

You can consult a registered if you have questions about a product’s health claims.

**LOOK OUT FOR CLAIMS LIKE:**



To protect yourself from health fraud, you can:

* + Check out the claim with a doctor or other
  + Talk to family and friends to get their
  + Check with the to see if there have been complaints about the product or service.
  + Check with a professional health organization about a .