



CONSUMER COMPLAINT QUICK CHECKLIST

A STEP-BY-STEP GUIDE TO PROTECT YOUR RIGHTS



1. IDENTIFY THE ISSUE

Clearly note the problem with the product or service and the deficiency faced.

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2. COLLECT EVIDENCE

Gather all relevant documents, bills, warranty, emails, chats, photos, videos and service records.

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3. CONTACT THE COMPANY

Raise a complaint in writing (email/letter) and keep a copy for your records.

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4. WAIT FOR RESPONSE

Give the company a reasonable time (7-15 days) to respond and resolve the issue.

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5. FILE CONSUMER COMPLAINT

If not resolved, file a complaint on consumerhelpline.gov.in or in the Consumer Forum.

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6. PAY NOMINAL FEE (IF APPLICABLE)

Pay the prescribed fee based on the value of claim (varies by amount of claim).

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7. HEARING & RESOLUTION

Attend the hearing (physical/online) and cooperate in the process.

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8. ORDER & COMPLIANCE

If the order is in your favour, the company must comply. Non-compliance? You can seek execution.

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Remember:

You have the right to Safety, Information, Choice, Being Heard and Redressal under the Consumer Protection Act, 2019.



Know Your Rights.

Don't settle for less.
The law is on your side.



Need Legal Help?

We're here to guide you
at every step.



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