

Section 4—Consumer Issues and Education

Title of Lesson/Subject: *Consumer Rights*

Prepared by:

Contact Information

E-mail address:

Phone:

Time Allotment:

One or two 50—minute class periods

Grade Level:

Junior and Senior Consumer Math Students

ND Standards Competencies:

Key Economic Concepts:

Brief Description:

Learner Objectives:

Students will...

- Describe the steps to use to solve a consumer problem
- List the agencies to use for help or reference when a consumer problem occurs
- Describe the legal recourses available
- Describe the information that needs to be included in a complaint letter

Introduction:

Materials Needed:

* Access to the Internet

* FCIC website: www.consumeraction.gov/

Audio/Visual Equipment Needed:

Lesson Outline:

Discuss general tips (from FCIC Site) for what to do after you make a purchase so you are prepared if you are unhappy with the product at a later date.

- Save receipts, boxes, manuals, contracts
- Contact business that sold you the product or service. Talk to managers or President of company

Activity: Make up a list of consumer products and complaints. Have the students use the Internet to research who they should contact as their first step in resolving the situation.

Discuss what to do next (use info on FCIC site) if you aren't satisfied with the results you received from contacting the company directly.

- Has a law been broken?
- File a complaint with state or local consumer protection offices
- Contact the Better Business Bureau

Activity: Using the FCIC site, have students make list of places to contact when in the event that they are unhappy with

the results from contacting the company directly. They should compile a list of the names of the agencies, their phone numbers, addresses, websites and email addresses.

Discuss what options are available as far as legal recourse (from FCIC Site) is concerned. List the pros and cons.

- Small claims court – max amounts to claim, simple, inexpensive, no lawyer necessary.
 - To prepare: request educational material and observe a small claims court session
- Lawyers – ask friend and family for referrals. FCIC site has a list of websites to help you local legal services.

Using the sample complaint letter from the FCIC discuss how to write the letter and the information that you should include.

- Describe purchase or situation
- Name of product and serial numbers
- Date and place of purchase
- Ask for specific action
- Send copies of all documents
- State your problem
- Give detailed history

Activity: Have students write a letter of complaint to the company they did research on in the first activity. Grade the letters on the bases that they include the important information from class the discussion.

Resources:

Activities:

Application/Assignment:

Evaluation Plan:

- * Completion of the three class activities
- * Quiz over the information covered in the discussion