

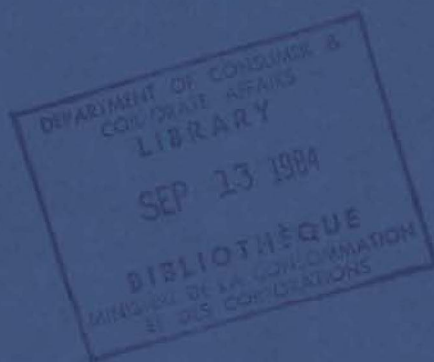
QUEEN
Z
7164
.C92
C27
1984

SOURCES OF INFORMATION
FOR BUSINESS
ON

CONSUMER COMPLAINT RESOLUTION

&

REDRESS MECHANISMS



CONSUMER SERVICES BRANCH
CONSUMER AND CORPORATE AFFAIRS CANADA

Queen
27169
.C92
C27
1984

BUSINESS RELATIONS BIBLIOGRAPHY SERIES

I. Consumer Complaint Resolution and Redress Mechanisms

This bibliography was prepared by the Business Relations Program of the Consumer Services Branch of Consumer and Corporate Affairs Canada. The Business Relations Program is concerned with helping to ensure that consumer needs are met, by working with and through business in ways which contribute to the requirements of business. It is intended therefore, that the following suggested readings will supplement your organization's resource material in the subject area of consumer complaint resolution and redress mechanisms.

Rather than provide an all-inclusive resource guide, this collection consists primarily of timely, topical articles and research reports. The entries are organized alphabetically according to author; or, in the case of anonymous works, by title.

Each listing documented herein may be obtained through your public local library, or through inter-library loan.

It is hoped that this bibliography will prove helpful and informative. If you have any suggestions regarding improvement or modification, or should any questions arise concerning the material, please do not hesitate to contact us at:

Business Relations Program
Consumer Services Branch
Place du Portage, Phase I
50 Victoria Street, 17th Floor
Hull, Quebec
K1A 0C9

Telephone: (819) 997-4320

March, 1984

1. CONSUMER COMPLAINT RESOLUTION/REDRESS MECHANISMS

Aaker, D.A. and G.S. Day. "Corporate Response to Consumerism Pressures". Harvard Business Review, v. 50, n. 6, November-December 1979.

Adams, Ronald J. "Consumer Reaction Toward Arbitration as a Remedial Alternative to the Courts". The Journal Of Consumer Affairs, v. 17, n. 1, Summer 1983, pp. 172-189.

Adamson, Colin. Consumer in Business: How Business Has Responded to the Consumer Interest: Some Case Histories. London, England: National Consumer Council, 1982.

American Bar Association Special Committee on Alternative Dispute Resolution. Dispute Resolution: Quarterly Information Update Resolution. Washington, D.C.: Spring 1981, Winter 1982, Spring 1982.

American Council of Consumer Interests. 27th Annual Conference (April 8-11, 1981): The Proceedings. Conference Theme: "The Consumer Movement as Related to Other Social Movements". Edited by Carol B. Meeks. Minneapolis, Minnesota: U.S. Department of Agriculture.

- Schultz, Howard G. and Marianne Casey. "Quality of Consumer Services: Attitudes, Satisfaction and Choice Criteria". p. 179.
- Warland, Rex H. and Robert O. Herrmann. "Consumer Complaining and Community Involvement: Theoretical and Empirical Linkages". pp. 211-215.

Andreason, Alan R. and Arthur Best. "Consumers Complain - Does Business Respond?". Harvard Business Review, July-August 1977, pp. 93-101.

Ash, Stephen B. Consumer Satisfaction, Dissatisfaction and Complaining Behaviour: Major Findings and Directions for Action. Ottawa: Consumer and Corporate Affairs Canada, 1980.

Ash, Stephen B. Consumer Satisfaction, Dissatisfaction and Complaining Behaviour, Volume 3, Research Findings Consumer Services Survey. Ontario: the University of Western Ontario, November 1979.

- Ash, Stephen B. Satisfaction, insatisfaction et plaintes des consommateurs: principales conclusions et recommandations. Ottawa: Consommation et Corporations Canada, 1980.
- Axworthy, Christopher S. "Recent Developments in Consumer Law in Canada". The International and Comparative Law Quarterly, v. 29, April-July 1980, pp. 346-388.
- Belobaba, Edward, et al. On the Question of Consumer Advocacy, A Working Paper. Mimeographed. Ottawa: Canadian Consumer Council, 1972.
- Bensahel, J.G. "Turning Complaints to Good Uses". International Management, v. 31, July 1976, pp. 31-32.
- Berry, D. and C. Suprenant. "Defusing the Complaint Time Bomb". Sales Marketing Management, v. 119, 11 July 1977, p. 40.
- Best, Arthur and Alan R. Andreason. "Consumer Response to Unsatisfactory Purchases: A Survey of Perceiving Defects, Voicing Complaints, and Obtaining Redress". Law and Society Review, v. 2, Spring 1977, pp. 217-228.
- Better Business Bureau of Canada. "Arbitration - A New Way to Solve Traditional Problems". Better Business Bulletin, v. 1, n. 5, October 1982, pp. 1, 3.
- Better Business Bureau of Canada. Effective Customer Relations and Complaint Handling. Toronto: Better Business Bureau of Canada, 1982.
- Better Business Bureau of Canada. Twenty Questions (and Answers) About Consumer Arbitration. Toronto: Better Business Bureau of Canada, 1979.
- Boschung, M.D. "Manufacturer's Response to Consumer Complaints on Guaranteed Products". Journal of Consumer Affairs, v. 10, Summer 1976, pp. 86-90.

Bureau d'éthique commerciale du Canada. Arbitrage-Consommation, vingt questions (et réponses). Toronto: Bureau d'éthique commerciale du Canada, 1979.

Business Advocacy Center, Inc. Corporate "Self-Test Audit" of Consumer Affairs/ Customer Relations. 1981.

Butler, Wendy. "CSA Appoints Consumer Panel". Canadian Consumer, August 1976, pp. 34-35.

(The) Canadian Bar Foundation. The Windsor - Essex Mediation Centre. 1981.

Chamber of Commerce. Fair Settlement of Just Claims: An Integrated Approach to Consumer Remedies. United States: Chamber of Commerce.

Chapman, Patricia A. "When There's A Need for Outside Help in Complaint Handling". Stores, v. 59, October 1977, pp. 56-58.

Ciervo, Arthur. "Handling Consumer Complaints". Public Relations Journal, v. 36, n. 6, June 1980, pp. 26-27.

Cohen, D. "Remedies for Consumer Protection: Prevention, Restitution, or Punishment". Journal of Marketing, v. 39, n. 4, October 1975, pp. 24-31.

"Complaints do Count: Resolve Buyer Beefs and Build a Cash Cow". Industry Week, v. 215, 1 November 1982, p. 72.

(Le) Conseil canadien du commerce de détail. Comment disposer des plaintes des consommateurs. Toronto: Le conseil canadien du commerce de détail, 1979. (Bilingue. Texte français et anglais disposés tête-bêche avec pagination séparée).

Consumer Complaints - Public Policy Alternatives a Public Policy Forum.
September 11-13, 1974.

- Speeches on "The Canadian Eperience in Complaint Handling"
- "Recommendations of the National Business Council for Consumer Affairs"
- "The Feasibility of Complaint Handling Systems"
- "Current Legislative Approaches to Complaint Resolution"
- "Recommendations for Change in Handling Consumer Complaints at the Corporate Level".

"Consumer Protection: Let Them Sue Themselves". The Economist, v. 281,
21 November 1981, pp. 35-36.

"Corporate Clout for Consumers". Business Week, 12 September 1977, p. 144.

Cosenza, Robert M. and Jerry W. Wilson. "How to Handle Your Customers' Complaints". Public Relations Journal, v. 37, December 1981, pp. 20-21.

Cosenza, Robert M. and Jerry W. Wilson. "Managing Consumer Dissatisfaction: The Effective Use of the Corporate Written Response to Complaints". Public Relations Quarterly, v. 27, Spring 1982, pp. 17-19.

Cranston, Ross. Consumers and the Law. London: Weidenfeld and Nicolson, 1978.

Crawford, Vincent P. "On Compulsory - Abritration Schemes". Journal of Political Economy, v. 87, February 1979, pp.131-160.

Day, Jr., C.R. "Shouldering Customer Complaints Needn't Turn Knuckles White". Industry Week, v. 196, 9 January 1978, pp. 60-61.

Diener, B.J. Information and Redress: Consumer Needs and Company Responses: The Personal Care Industry, Report 75-113. Cambridge, Massachusetts: Marketing Science Institute, 1975.

Dingwall, James. "Turning Customer Complaints from a Nuisance into an Opportunity". Canadian Business, v. 53, n. 5, May 1980, pp. 116, 119.

Divita, Sal and Frank McLaughlin, eds. Consumer Complaints: Public Policy Alternatives. Washington, D.C.: Acropolis Books, 1975.

Dowdy, Lemuel, Jill Goodrich-Mahoney, Kenny Stoeber. Handling Consumer Complaints: In-House and Third-Party Strategies, a Federal Trade Commission Manual for Businesses. Washington, D.C.: U.S. Government Printing Office, December 1980.

Edgecombe, F.H.C. and Linda Wolfe. The Consumer and His Complaints III: How Complaints are Handled by Canadian Business. Toronto: Better Business Bureau of Canada, undated.

Edmondson, Daisy. "How to Complain: A Consumer's Guide". Money, v. 9, n. 5, May 1982, pp. 174-176, 178, 180, 182.

Federal Trade Commission. Post-Purchase Consumer Remedies. Washington, D.C.: Office of Policy Planning and Evaluation, Federal Trade Commission, April 1980.

Greene, James F. "Handling Consumer Complaints". FDA Consumer, May 1976, pp. 22-27.

Griffin, L.W. "Building Customer Goodwill: Careful Treatment of Patrons' Problems Pays Off". Federal Home Loan Bank Board Journal, v. 11, January 1978, pp. 19-21.

Habeeb, Virginia. Complaint handling: Your Guide for Turning Liabilities Into Assets. U.S.A.: The Sperry Hutchinson Company, 1977.

- Harbridge House. You Can Get Results: A Manual for Resolving Consumer Complaints. Boston, Massachusetts: Massachusetts Department of Education, 1979.
- Harris (Louis) and Associates, Inc. Consumerism in the Eighties. Study No. 822047 - Conducted for Atlantic Richfield Company, October 1982.
- Hoenigmann-Stofvall, N. and D.J. Gallagher. "Complaint Training". Supervisory Management, v. 27, August 1982, pp. 16-20.
- Horrocks, Russell L. "Alternatives to the Courts in Canada". Alberta Law Review, v. 20, n. 2, 1982, pp. 326-334.
- Magnuson, W.G. and E.G. Cohen. "The Role of the Consumer Under the Consumer Product Safety Act". Journal of Contemporary Business, v. 4, n. 1, Winter 1975.
- Malott, Robert H. "Let's Restore Balance to Product Liability Law". Harvard Business Review, v. 61, n. 3, May-June 1983, pp. 66-74.
- Miller, J. "Media Action Lines: PR's Day in Court". Public Relations Journal, v. 33, August 1977, pp. 10-11.
- Moyer, Mel S., ed. Complaint Handling in Canada: Toward a Better Network. Proceedings of the National Conference on Consumer Assistance, sponsored by Consumer and Corporate Affairs Canada, Ottawa, October 16-17, 1978. Ottawa: Government of Canada, 1979.
- National Consumer League. National Consumers Committee for Research and Education. Arbitration of Consumer Complaints: A Casebook. Washington, D.C.: 1975.

O'Grady, M. James. "Consumer Remedies". The Canadian Bar Review, v. 60, n. 4, December 1982, pp. 549-584.

Ontario. Ministry of Consumer and Commercial Relations. Consumer Information Centre. Consumer Inquiries and Complaints Handling Manual. Toronto: the Ministry, 1978.

Panker, Allan. Canadian Consumer Law. Vancouver: Self-Counsel Press, 1974.

Peterson, Esther. "Consumerism as a Retailer's Asset". Harvard Business Review, v. 52, n. 3, May-June 1974, pp. 91-101.

Ray, Larry and Deborah Smolover, eds. Consumer Dispute Resolution: Exploring the Alternatives. Washington, D.C.: American Bar Association, 1983.

Responsive Approaches to Consumer Complaints and Remedies, Report of the Sub-Council on Complaints and Remedies of the National Business Council for Consumer Affairs. Washington, D.C.: U.S. Government Printing Office, October 1972.

Retail Council of Canada. Complaint Handling Guidelines. Toronto: Retail Council of Canada, 1979. (Bilingual text in English and French, each separate paging. French text on inverted pages).

Roine, Larry A. "Le règlement des plaintes des consommateurs par la médiation et l'arbitrage", dans Les voies de recours des consommateurs, rédigé par Pamela A. Sigurdson et Larry A. Roine. Ottawa: Conseil de recherche en consommation Canada, 1977, pp. 143-209.

Roine, Larry A. "The Use of Mediation and Arbitration as a Mechanism for the Resolution of Consumer Grievances", in Consumer Redress Mechanisms, edited by Pamela A. Sigurdson and Larry A. Roine. Ottawa: Consumer Research Council Canada, 1977, pp. 137-203.

- Roseman, Ellen. Consumer Beware: A Guidebook to Consumer Rights and Remedies in Canada. Toronto: New Press, 1974.
- Russell, Douglas G. Consumer Rights and Responsibilities: A Programme Outline for Consumer Help Offices, October 1975.
- Shapiro, Alan A. Analyse économique des moyens de recours des consommateurs. Ottawa: Consommation et Corporations Canada, 1980.
- Shapiro, Alan A. An Economic Analysis of Consumer Redress Mechanisms. Ottawa: Consumer and Corporate Affairs Canada, 1980.
- Solomon, Stephen. "A Businesslike Way to Resolve Legal Disputes". Fortune, v. 29, February 26, 1978, pp. 80-85.
- Stigler, George and Manuel Cohen. Can Regulatory Agencies Protect Consumers? Washington: American Enterprises Institute, 1971.
- Sttig, Kathleen. "Consumer Evaluation of Local Redress Alternatives", in Proceedings of the 24th Annual Conference of the American Council on Consumer Interests, April 1978, pp. 58-73.
- TARP (Technical Assistance Research Programs Inc.). Consumer Complaint Handling in America: Summary of Findings and Recommendations. Washington, D.C.: U.S. Office of Consumer Affairs, September 1979.
- TARP (Technical Assistance Research Programs Inc.). Measuring the Grapevine - Consumer Response and Word-of-Mouth. Atlanta, Georgia: Coca-Cola Company, Consumer Information Centre. October 1981.
- Trebilcock, M.J. "Winners and Losers in the Modern Regulatory System: Must the Consumer Always Lose?". Osgoode Hall Law Journal, v. 13, 1975, pp. 619-647.

Warland, R.H., R.O. Hermann and S. Willits. "Dissatisfied Consumers: Who Gets Upset and Who Takes Action". Journal of Consumer Affairs, v. 9, n. 2, Winter 1975, pp. 148-163.

Warner, H.W. "Marketing Consumer Affairs Internally". Public Relations Journal, v. 38, October 1982, p. 10.

Wexler, R. "Court Ordered Consumer Arbitration". The Arbitration Journal, v. 28, 1973, pp. 180-181.

Winter, Ralph K. The Consumer Advocate Versus the Consumer. Washington, D.C.: American Enterprise Institute, 1972.

Ziegel, Jacob S. "The Future of Canadian Consumerism". Canadian Bar Review, v. 51, 1973, pp. 191-192.

Zinn, J. "Let the Buyer Still Beware". Business Quarterly, v. 42, Summer 1977, pp. 54-58.

Zuker, Marvin A. "Demystifying Law: Law Day 1983". Canadian Consumer, V. 13, n. 2, February 1983, pp. 35-36.

Zuker, Marvin A. "Mettre la loi à la portée du commun des mortels: La journée du droit 1983". Le Consommateur Canadien, v. 13, n. 2, février 1983, pp. 35-36.

QUEEN Z 7164 .C92 C27 1984
Canada. Consumer Services Br
Sources of information for b



