AI TOOLKIT SERIES · DEFEND

No. 110

Your Complaint, Won

Standing up for your consumer rights and getting redress, with AI.

10 prompts to know your rights, build your case, write the letter that lands, answer a refusal and escalate to fair redress, with no legal background.

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GOOD TO KNOW

AI prepares, you decide.

In 2026, assistants (ChatGPT, Gemini, Le Chat) read a photo of a receipt or a warranty, explain your rights and draft the complaint in seconds. A real help, as long as you keep three habits before you send anything.

- **Your country's law prevails**
  AI explains your rights, but rules differ from one country to another. Check with an official source or a consumer association.
- **Evidence, a firm and polite tone**
  A complaint is won with facts and calm, not anger. Keep receipts, dates and exchanges, and stay courteous even when you are firm.
- **Protect your sensitive data**
  Never paste a card number, a code or an ID into AI. Mask them: they are not needed to write your complaint.

The right habit: evidence, a firm and courteous tone, a written trail of every exchange.

THE METHOD

Ten prompts, five steps.

No need to be a lawyer. These 10 prompts take you from the problem to the solution: understand your rights, build your case, complain, negotiate, then escalate. Adapt the brackets to your situation.

Every prompt follows the same recipe: Role, Context, Task, Format. Copy the structure, change the brackets.

01 **Understand your rights**
· 2 prompts

02 **Build your case**
· 2 prompts

03 **Complain clearly**
· 2 prompts

04 **Negotiate and reply**
· 2 prompts

05 **Escalate and follow up**
· 2 prompts

PROMPT 01 · UNDERSTAND

Know Your Rights

PROMPT TO COPY

Role: you are a consumer-rights advisor, clear and careful.
Context: problem with [product or service] bought on [date] from [seller], for [amount]: [faulty, late, not as described].
Task: explain my rights in this situation.
Format: my rights in plain words, what I can demand (repair, replacement, refund), the time limits, and the point to check with an official source.

What you get

You know what you can ask for, and on what basis. No more complaining blindly or giving up out of doubt.

PROMPT 02 · UNDERSTAND

The Warranty, Decoded

PROMPT TO COPY

Role: you are an expert who translates the small print of a contract.
Context: here is my [warranty, receipt, terms of sale, return policy]: [paste the text or attach a photo].
Task: tell me what it really covers for my problem.
Format: what is covered, what is not, the time limits and conditions, and the exact sentence I can lean on.

What you get

The small print becomes readable. You quote the right clause instead of being passed from desk to desk.

PROMPT 03 · PREPARE

Your Case, Built

PROMPT TO COPY

Role: you are a methodical assistant who builds a solid case.
Context: I want to complain about [problem]; I have [receipt, invoice, photos, exchanges, dates].
Task: help me organise my evidence and my timeline.
Format: the list of items to gather, a clear timeline of the facts, and the 3 strongest arguments to lead with.

What you get

A clean, ordered case, ready to convince. Your evidence speaks for you, in the right order.

PROMPT 04 · PREPARE

The Right Contact

PROMPT TO COPY

Role: you are a guide to complaint procedures.
Context: my problem is [problem] with [seller, brand, provider].
Task: tell me who to contact, and in what order.
Format: the first contact to aim for, then the next levels (customer service, a manager, consumer relations), with the best channel for each.

What you get

You knock on the right door the first time. Fewer round trips, a faster reply.

PROMPT 05 · COMPLAIN

The Letter That Lands

PROMPT TO COPY

Role: you are a complaint writer, firm and courteous.
Context: I am complaining to [recipient] about [problem], and I ask for [repair, refund, replacement].
Task: write me a clear, polite letter or email.
Format: a subject line, dated facts, my precise request, the reply deadline I want, a firm but respectful tone, one page at most.

What you get

A letter that gets taken seriously. Clear, factual and polite, it invites a reply rather than a shrug.

The Call, Prepared

PROMPT TO COPY

Role: you are a coach who prepares difficult conversations.
Context: I am about to call or visit [customer service] about [problem].
Task: prepare me to handle the exchange without being thrown off.
Format: my opening line, the points to make in order, replies to the likely objections, and what to note during the call.

What you get

You keep your thread and your calm on the phone. You say what matters and leave with a written trace of any promise.

Answering The No

PROMPT TO COPY

Role: you are a calm negotiator who knows consumer rights.
Context: my request was refused on the grounds of [reason], about [problem].
Task: help me reply point by point, without losing my temper.
Format: why the refusal does not hold (or does), my reasoned reply, and the next step if it is still no.

What you get

A no is not the end. You reply with solid arguments, calmly, and stay one step ahead.

Fair Redress

PROMPT TO COPY

Role: you are an advisor who sizes a reasonable compensation.
Context: for [problem], I lost [money, time, comfort] and I want [repair, refund, goodwill gesture].
Task: help me set a fair request and justify it.
Format: what I can reasonably ask for, the amount or costed solution, and the wording to obtain it.

What you get

You ask neither too much nor too little, and you back it up. A fair, reasoned request is far more likely to land.

The Escalation, Built

PROMPT TO COPY

Role: you are an expert in amicable and official remedies.
Context: despite my efforts, [seller] does not reply or keeps refusing about [problem].
Task: show me how to step it up, amicably first.
Format: the possible remedies (formal notice, mediator, consumer association, official body), the order to follow, and a template formal notice.

What you get

You move up a level, by the rules. Often a clear formal notice is enough to unblock things.

PROMPT 10 · ESCALATE

The Follow-Up, Held

PROMPT TO COPY

Role: you are an assistant who lets nothing slip.
Context: my complaint about [problem] has been open since [date], with [exchanges so far].
Task: help me follow it through to resolution.
Format: a tracking table (date, contact, promise, deadline), the reminders to plan, and when to consider the matter closed.

What you get

Nothing is lost, nothing forgotten. You follow up at the right time and carry your complaint through to the end.

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