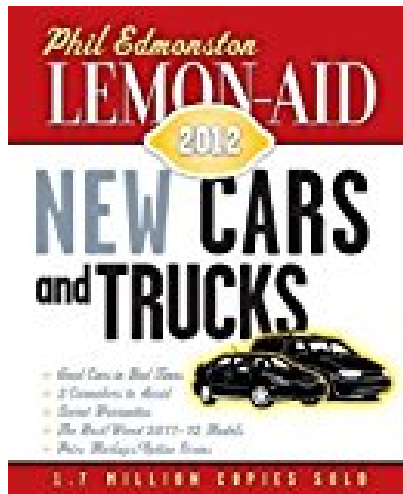


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BOOK SYNOPSIS

Defective cars, contaminated food, insurance company abuses, botched vacations, or government errors and indifference. The Art of Complaining evens the playing field. Most people hate to complain and so they will put up with defective cars, contaminated food, insurance company abuses, botched vacations, and government errors and indifference. The Art of Complaining evens the playing field. The Art of Complaining gives readers an arsenal of successful complaint tactics and claim letters compiled by Phil Edmonston, Canada's best-known consumer advocate and the author of the best-selling Lemon-Aid car guides. The Art of Complaining takes readers on a 45-year journey of consumer advocacy seen through the eyes of this former Member of Parliament, Ralph Nader Associate, and former member of the boards of Consumer Reports and The Quebec Bar Association. Edmonston has battled carmakers, dealers, insurance companies, lawyers, and government officials, both in the courts and in the streets. Indeed, Phil is Canada's toughest customer.

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