

Put it into Practice!

Student Worksheet



CASE STUDY

Review the following case studies and answer the questions below

Case Study 1: Faulty Product from a Store

Mary bought an electronic device from a large retailer. 5 days after purchase the product stopped working. Mary returned the product to the retailer, who refused to issue a refund and instead offered to repair the item.

Case Study 2: Online Shopping Scam

Stephen bought a gaming accessory from a private seller in an online marketplace. When it arrived, it was different from the description. It was an older model than advertised. The seller refused to give a refund and stopped responding to Stephen's messages.

CASE STUDY

Questions:

1. Which consumer has rights under Irish consumer rights legislation?

- a. Neither
- b. Both
- c. Mary
- d. Stephen

Please explain your answer.

2. If a consumer does have rights in either scenario, has there been a breach of these rights? If so, what is the breach, and which legislation does it relate to?

3. What actions can the consumer take to resolve their issue?

- a. List two additional remedies a consumer can seek.
- b. Identify the relevant consumer protection body that can help inform consumers.

PRACTICAL TASKS

Write a letter or email of complaint based on one of the case studies above or inspired by a case you've seen in The Complaints Bureau.

Exchange your completed letter/email with classmate and provide constructive feedback.

Discuss the importance of tone, clarity, and supporting evidence in complaint communication.

Here are some hints to help prepare your email/letter:

- Explain the issue and provide purchase details.
- Explain why the product/service did not meet expectations.
- Mention relevant consumer law.
- State whether you seek a refund, repair, or replacement.

ROLE PLAY

In groups, act out a consumer complaint scenario based on the case studies above or inspired by the stories in The Complaints Bureau.

Assign the following roles

Consumer

Presents the issue and seeks resolution.

Retailer

Responds to the complaint and provides a solution.

Consumer Protection Rep

Advises on legal rights and potential remedies.

Mediator

Helps both parties reach a fair solution.