It was not a big apartment building. Just five floors. Twenty apartments in all. That is what Brianna loved about it. She would not have liked living in one of those giants of stone and glass with 20 apartments on every floor.

Once in a while, you may think that a store or company with which you are dealing has made a mistake. Or you may have other reasons to make a complaint. Here are some suggestions to help you resolve your complaint.

Both of the above paragraphs begin a story. Paragraph A will probably be a story for your enjoyment. However, paragraph B looks like the beginning of a story that will give some helpful information that you might want to remember. A good way to remember is to make a short plan or an outline.

An outline helps you
- see how the author planned the story,
- understand the information in the story,
- remember the important information in the story.

As you read the following paragraphs, think about the things that are important to remember if you want to make a complaint.

Most stores and companies hire people to take care of complaints and mistakes. These people often work in the Complaint Department, which sometimes is called the Customer Service Department. If the company does not help you, there is the Better Business Bureau. This agency protects the public from unfair business dealings. The Better Business Bureau is listed in the telephone book and can be found on the Internet. Each year it receives six million calls for help.

Many newspapers and radio and TV stations have “hot lines.” If you have not been able to work out your complaint, call a “hot line.” When a company knows a complaint against it may be aired in public, it often acts very fast to settle the complaint.

You can also use the Consumer Protection Agency, a government department set up to protect you. This agency can make a company answer your complaint because companies can be fined for breaking the consumer laws.

Here is an outline for the above information.

I. Customer Service Department
   A. Sometimes known as Complaint Department
   B. First place to complain
   C. Located at the store or company

II. Better Business Bureau
   A. Listed in the phone book or on the Internet
   B. Complain here if store or company does not help you

III. Newspaper or Radio or TV Hot Line
   A. Call or write
   B. Call if other places have not helped
   C. They will make your complaint public

IV. Consumer Protection Agency
   A. Government department to protect consumer
   B. Listed in phone book
   C. Will check to see if law has been broken

Now compare the outline with the story. Will this outline help you if you have to make a complaint? Use it if the need comes up.
A snail is an animal with a soft body usually covered by a shell. It creeps along on something called a foot. Its body has a head with feelers, eyes, a mouth, and tiny teeth. There are more than 80,000 kinds of snails. They range from the size of a small pinhead to two feet long. Snails may live from 2 to 20 years.

Snails live almost everywhere—in forests, deserts, rivers, ponds, and all over the ocean. They eat different kinds of things. Many land snails eat rotting plants. River and lake snails feed on water plants and dead animals. Some ocean snails feed on seaweed and some may feed on other sea animals. There are some ocean snails that live in the flesh of starfish or inside living sea animals called coral.

There are three groups of snails, grouped by where they live: land snails, fresh-water snails, and salt-water snails.

Land snails are found in deep shady places. Most land snails live on the ground, but in tropical forests large colorful snails can be found in trees.

Fresh-water snails live in rivers, ponds, lakes, and hot springs. There are about 5,000 types of fresh-water snails.

Salt-water snails are the largest group of snails. There are about 55,000 types. Some live along the seashore. Others may live on the ocean floor. Shell collectors often look for the colorful shells of different salt-water snails.

Complete the following outline by answering each question in the blank provided.

I. A snail is an animal with a soft body and a shell covering
   A. It creeps on a foot
   B. A body with a head with feelers, eyes, mouth, and teeth
   C. __________________________________________
   D. __________________________________________

   What is the size of a snail?
   How long do snails live?

II. One group of snails is called land snails
   A. __________________________________________
   B. Most land snails live on the ground
   C. __________________________________________

   Where are land snails found?
   Where can some other land snails be found?

III. Another group of snails is the fresh-water snail
   A. __________________________________________
   B. __________________________________________

   Where do fresh-water snails live?
   About how many different kinds of fresh-water snails are there?

   What is the largest group of snails? IV.

   A. Some salt-water snails live along the seashore
   B. __________________________________________
   C. __________________________________________

   Where do other salt-water snails live?
   What happens to some of the colorful shells?