

Using Artificial Intelligence (AI) to Write Your Complaint

When you contact us with a complaint, we need to understand what happened and how it affected you. Clear, straightforward language that explains your experience is usually more helpful than formal or complex writing.

You may choose to use AI tools to help organise your thoughts or improve your writing. If you do, it is important that the complaint still reflects your own experiences, views and circumstances.

Before using an AI tool, think carefully about the information you share. Some AI providers may use information you provide to improve their services and may process data in other countries. Avoid entering sensitive personal information unless you understand and agree with how it will be stored, used and protected.

When using AI tools:

- Keep your *prompts focused on what happened and how it affected you.
- Use AI to help improve clarity and structure, rather than to create new information.
- Do not ask AI to add legal arguments, formal legal language or references to laws to make your complaint sound more 'official'.
- Check any AI-generated text carefully to make sure it is accurate and reflects your own experience.

*a prompt is the instruction you give an AI tool. For example:

"Help me explain what happened and how it affected me using clear, plain English."

"I need to clearly explain what happened on (date) when (describe the situation). Here are the details: (provide all the facts and circumstances). Help me organise these into a clear structure that shows what happened."

Remember, the most useful complaints are those that describe your experience in your own words.