

GUIDELINE

Using AI to Write Complaints

Generative artificial intelligence (AI) is a tool that many now use daily. We prefer people to write complaints in their own words. However, if you need help, AI can be a tool to help people to put their complaints into writing.

Use your own words to write complaints if you can

Using AI to write your complaint can complicate and confuse things. We prefer you use your own words. If you need help with putting your complaint into words, you can give us a call.

What is generative AI?

Generative artificial intelligence (AI) tools include platforms like ChatGPT, Google Gemini or Microsoft Copilot. These tools can generate text when given a prompt.

What can happen if you use AI to write your complaint

Using AI may:

- Lead to inaccuracies or incorrect facts to explain complaints
- Make the complaint unclear

If AI is detected in your complaint, we may:

- Ask for clarification
- Ask you to re-write the complaint in your own words
- You to use our suggested AI prompt

If you choose to use AI to help you to write your complaint we prefer you to use our suggested prompt

Write a complaint to the [insert the name of the agency] which is simple, clear and explains in my own voice [insert what has happened].
Explain that I want [insert what you want to happen]