

Businesses can usually get the deduction removed by providing the bureau with the missing information, Kitterman said. But it is up to companies to initiate contact. The bureau doesn't have enough staff to chase down that data, he said.

Aris Galanis, owner of the 1424 restaurant in Waco, said it's ludicrous that a business can lose points just because the bureau does not have updated files. Until he was contacted by the *Tribune-Herald*, Galanis was unaware of the fact that his business has a "B" rating. The report says it's due to a lack of background information and a lack of information about how long the business has been open. The restaurant has no complaints against it.

Larry Pirkle, owner of Texas Star Auto Repair, is also irritated that his business was penalized for what he considers a non-legitimate reason. In his case, the "A-" rating is due to the fact that the business has only been open since June 2007. Since the bureau will let a business join after a year in operation, it shouldn't deduct points for that, he said.

Pirkle, a bureau member, said he worries that he could lose out on customers if people don't read down far enough in the report to see why the company didn't get the best rating. At the same time, he said he doesn't think the bureau's score will make or break a business.

"Probably a lot of young people don't even look at it anymore," he said.

Some companies in town, however, are generally happy with the new system. Carla Hines is chief financial officer for Freddie Kish's Complete Car Care Center, which has an "A+" rating. While she doesn't think it's right that companies can lose points for something like a clerical omission, she likes the fact that the new system takes into account multiple factors.

"Satisfactory or unsatisfactory doesn't really tell anyone anything," Hines said. "Satisfactory could mean that you've just been open for three months so nobody has complained against you yet."

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Comments

By CSC

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I should make it clear I'm NOT in TX, re: my earlier post:

The BBB address there says "no complaints" on a home builder long researching before buying. That