

meaning the company failed to properly address the complaint allegations or their response was inadequate."

Compare that with another Los Angeles agency, All American Travel, which didn't pay for accreditation. It earned a B-minus despite never having received a single complaint.

Which would you rather do business with?

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## 1 Comments

By [MiketheWaiter](#) on [January 25, 2009 9:20 PM](#)

BBB is like most aspects of the government/private sector... it's decaying and losing relevance. It's a little sad.

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