

<http://www.ripoffreport.com/reports/0/001/ripoff0001343.htm>

BBB is a complete waste of time

I recently filed a online complaint with the BBB about an experience I had with a local auto dealers sales tactics and down right theft. I even have the story posted here under Power Chrysler Jeep Dodge in AZ.

The dealer is question responded to the complaint a few weeks later with some fabricated story that didn't even actually address my complaint. I received an email from the BBB with their response and an opportunity to accept the dealers response or not. Of course I did not accept their response and gave an explanation as to why I did not accept the response.

After about 2 weeks of hearing nothing back, I looked up the complaint and the BB had closed my complaint with the standard: 'Administratively Closed - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.'

The dealer didn't even make an offer, they just fabricated a story and claimed I said things I didn't say. So apparently, the business did everything they could to resolve the issue, and I'm just some stubborn idiot that wouldn't accept the dealers great offer...according to the BBB. What a complete joke and waste of time the BBB is.

So, if you have a complaint, all the business has to do is respond to the complaint, is doesn't matter what they say, all they have to do is respond, with anything, and the BBB will claim that they made a reasonable offer to resolve the issues, but the consumer did not accept their reasonable offer.