

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

What a ridiculous system in the BETTER Business Bureau!

I have read many posts on this site where people say they have consulted with the Better Business Bureau and gotten the same response that Cindy did; 'no complaints, no problems with this member', only to find out later that that is not the case.

The BETTER Business Bureau has created a myth about itself. They actively campaign for folks to lodge complaints with them, making people feel that they have done the responsible thing and that their complaint will be investigated. They perpetuate the lie that they have power, when they actually have no more power than the consumer making the complaint.

By doing this, the BBB actually distracts people from doing things that would be far more constructive, such as contacting the State Attorney General and other REAL consumer protection agencies. With all the BBB's assurances that matters will be fully investigated, no one really needs to do those things, do they? The BBB will do all that for you, right? WRONG?

Once the complaint is lodged, it goes into the "Secret Files". It is swept under the rug until the company becomes so outrageous and so well known for being a total screw-up that the BBB is more or less forced into making it public. Meanwhile, consumers get stung, and stung hard! One will generally hear about crooked companies through the grapevine or from one's neighbors (or on this site) before a peep is heard from the BBB.

Why? Well, the BBB will lose the membership fee from that company once they blow the whistle on them. No one willingly bites the hand that feeds them, do they? Sounds like some kind of old-time Mafia "hush money" racket: "pay us and we'll keep it quiet AND we will mislead folks into thinking that they have complained to someone who actually cares and will do something". Mwa-ha-ha-ha....

What a sweet deal for the BBB and businesses that are not doing business honestly. If I were going to be a crooked businessperson, the first check I wrote would be to the BETTER Business Bureau for membership and immunity!

Footnote:

There are basic differences in business methods between BBB and bbb.com. This site accepts VOLUNTARY contributions, but it does not "sell itself" for them. If a business wants to contribute, fine. But, if a complaint comes in about a contributing business, it goes public. That is the mission of this site as I understand it. We could use a bit more of this type of honesty in all levels of society today.

I like that; it's what makes this site a VALUABLE and LEGITIMATE resource. No games, no secrecy, no "paid for" immunity. It allows for public rebuttals by the company-FREE-unless there are more than four (I hope that is right?) complaints lodged against that company. Then there is a fee, but I don't remember how much. (ED?) The fee is not charged until AFTER the complaints are lodged, not BEFORE.

If a business is messing up enough to get more than four complaints on this site, I do not find it unfair that they get asked to contribute to its upkeep. There are a few folks that

seem to find it outrageous or wrong to charge that fee. The overhead for keeping this site going has got to be enormous; I would rather see the offending business or parties have to pay rather than the complainant (who has already been ripped off by the offending business).

It doesn't surprise me that the BETTER Business Bureau would hassle the badbusinessbureau.com. The bbb.com gets hassled/sued/harassed/bothered by all SCAM companies. That tells me a lot; what is being done here WORKS!

Legitimate companies have no gripes with bbb.com and they don't bother joining the BBB!