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Consumer Comment

BBB is pointless unreliable and threatening

It's been mentioned that the BBB takes money. It doesn't take money, it requires that you pay to be a member.

I have a company in NY and every few months we get a complaint from the BBB office in Manhattan. The only problem with the complaints (all of them) is that the complaint is made months before we are made aware of it. I have tried calling the Manhattan BBB many many times. Phone calls and emails have never been returned. Our corporate head quarters is in NV and we deal with the BBB in Reno. They are very good and really work with people that have complaints.

In general though, the BBB is unreliable and threatening a company with going to the BBB is a joke. If you tell me you're going to file a complaint with the BBB, I'll give you their address and phone number. The BBB has no power over anything. We are members and use their logo for 1 reason... Customers feel comfortable when they see it. False sense of protection...