



BBB issues report cards to businesses

Call 12 for Action

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(WPRI) - The Better Business Bureau is making changes to their website to ensure that you're getting the best service possible.

Problem Solver Susan Hogan reported that the BBB has added a new rating system on their website.

Local business were evaluated and issued a grade based on sixteen different checkpoints including complaint histories, length of time they've been in business, and the type of business they run.

Before the new system, businesses only received a rating of satisfactory or unsatisfactory. Now, when evaluating a business the BBB uses a point system to figure out their grade, A through F.

For example, having an unanswered complaint will cost a company thirty points. Robert Flores' moving company received an F, and he says the new system is unfair.

"I don't think it's fair or accurate because it doesn't give you anything to compare it to as far as the hundreds or even thousands of satisfied customers."

Other owners are happy with the system, including Matt Edwards, who owns a local grocery store. His business received a high grade and he says, "I think it's important to have tiers or levels of satisfactory performance."

The new system has been launched on all 125 bureaus across the nation.

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