

BBB memberships are essentially sold.

My first experience with the BBB was as a business owner. A BBB rep contacted me to let me know that an consumer 'inquiry' had been made regarding my firm, but that since I was not a 'member' they could not provide any information to the consumer.

Whether or not an actual inquiry was ever made, I don't know, but this was used as a 'foot in the door' tactic in order to sell me a membership to the BBB.

I say 'sell' because all the rep was interested in was signing my firm up, and collecting the membership fee.

The BBB was pitched to me as nothing more than a way to keep consumer complaints from going public, and as a way to discourage law suits.

Moreover, if I didn't 'join' then they couldn't provide a favorable report when future consumer inquires were received.

No questions or inquiry regarding my business practices were ever made. Whether or not I might have been a saint or a crook couldn't have concerned them less.

I was both very dissapointed by the experience as, like most consumers (I assume) I had always thought the BBB actually existed to help consumers.

I declined the invitation to 'join' and would never even consider contacting the BBB as a consumer for any reason whatsoever.

As I only learned the truth about the BBB as a business owner they had approached, I simply want consumers to hear how the system really works.



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Consumer Suggestion

BBB in our area does not make complaints publicly available either