

BBB officials — who don't even have an office in Waco anymore — say they haven't got enough staff to compile background information themselves. Fine. Then why is the BBB rating establishments when it acknowledges ignorance of those very establishments?

Seems like someone should rank the BBB.

Allow us. The BBB's current system rates an "F." The organization must shape up if it's going to scrutinize our business community or leave the business to someone else.

**Comments**

---

By Eric Ferguson  
Jan 26, 2009 4:01 PM | [Link to this](#)

Too funny...did this fine paper even bother to check its report before telling us their very important opinion? They have an A+ rating and but have three complaints filed against them. Would the management of the paper like to tell us what that was all about and how they managed the rank so high with this many complaints filed against it???

By Cindy Tanner  
Jan 24, 2009 8:17 PM | [Link to this](#)

Carley, you claim to be a business owner. It's interesting that you don't share the name of your business or your last name. When you start repeating phrases from the BBB web site like "the BBB is here to serve ... communities" and making claims like "I check with the BBB before I do any business transactions" ... you start sounding an awful lot like one of those commissioned BBB sales representatives that hassles local business owners and threatens them with a lower BBB score if they don't become a BBB affiliate and pay big money to do so.

By Carley  
Jan 24, 2009 4:31 PM | [Link to this](#)

I personally like the new grading system - as a business owner myself, even 1 complaint in 3 years is taken very seriously! Our local BBB does a lot in and for our community. I may not currently be a member but you can bet your last dollar I check with the BBB before I do any business transactions - professionally or personally - and they don't charge me a thing! It sounds like this writer has issues and really doesn't understand that the BBB is here to serve our communities.

**Post a comment**

---