

U.S.A.

## Companies are being ripped off too!

My family has owned a service company from 1986 and have been members of the BBB since 1999. We are being unfairly treated by the BBB too! Not only do we have to pay an annual membership fee to show the public we participate in their program, but the BBB accepts customer concerns, requests us to respond (which we do in a timely manner since 100% customer satisfaction is our main concern) then they do not make a decision. All they do is collect the information and not resolve the issues at hand.

I think that the BBB is a rip off, just like how Value Star was (which by the way Value Star closed it's doors due to bankruptcy) the only fair and non bias advocates for consumers and companies is the state agencies.



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**Consumer Suggestion**

## I too think BBB is useless, more than five months. No action has been taken.

I was in the coffee area of the local dealership that was repairing my car. This was my first visit, but I sensed hostility from the other customers who were also waiting to get their cars back. After I got my car returned to me, I understood why they were so angry. The job performed on the repair was totally shoddy. I made a complaint to BBB. Weeks gone by and not a word from them. I was supposed to wait for the repair shop to respond, but they never did. I emailed BBB to act on the repairshops' neglect of my complaint. They claimed that this will be a long process and asked me to remain patient. Well, it has been more than five months. No action has been taken. After reading the posts on this website, I now understand why that is.



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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.