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Report: Better Business Bureau BBB

Category: [BBB Better Business Bureau](#)

BBB Better Business Bureau Consumer Advocate? Think Again! Don't Trust Them! Leaglized Thieves big ripoff to consumers Atlanta Georgia

***Consumer Comment ..I am so glad I did not agree to arbitration with the Better Businss Bureau!**

[Read how Ripoff Report saves consumers millions.](#)

Rebuttal Box
Respond to this report!

Are you an owner, employee or ex-employee with either negative or positive information about the company or individual, or can you provide "insider information" on this company?

Victim of this person/company?

Are you also a victim of the same company or individual? Want Justice? File a Rip-off Report, help other consumers to be educated and don't let them get away with it!

Better Business Bureau BBB

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Tony
Kennesaw, Georgia

In 2002 I hired a Siding [Contractor](#) to remove defective LP siding from my home and to install Hardiplank cement siding. The Company was a Better Business Bureau Member in good standing with only one complaint in 36 months.

The Siding Contractor sent unskilled installers and the [siding](#) was improperly installed. The Contractor refused to correct the problems and demanded payment before painting the improperly installed siding. When I refused, he filed a complaint with the Better Business Bureau requesting arbitration which I had agreed to in the original construction contract. I filed a counter complaint with the BBB explaining the problems that I was having with the installation that the contractor would not fix. A BBB arbitration hearing was held and during the process it was obvious that the arbitrator was biased towards the member business from the start.

The contractor brought no evidence to the hearing, hell, the arbitrator had to give him a pen because he didn't bring one. I presented a very detailed case of all the problems with the siding complete with photographs during the installation process, installation instructions, building code requirements and

expert reports from the siding manufacturer and an independent siding expert both of which identified problems severe enough to require the removal of the improperly installed siding.

During the hearing the BBB arbitrator told me that she would not accept the report from the independent siding expert because he 'could have been my brother in law!' She also refused to allow me to question the contractor about the installation procedures, his knowledge of standard building codes and other relevant issues. At the end of the hearing, The BBB Coordinator advised that I would receive a decision within 10 days.

After 4 weeks I called to inquire about the decision and was told by the BBB Coordinator that the arbitrator had been away for two weeks at a family reunion but had ask for an independent expert to examine and provide a written report on the installation of the siding. The inspection by the BBB expert was done 6 weeks after the arbitration hearing.

12 weeks after the arbitration hearing, the arbitrator rendered her decision in favor of the contractor, requiring me to pay additional money but the contractor was required to do nothing! I immediately asked for a copy of the BBB expert's report, expecting to find some reason for the decision. When I received the report it confirmed the previous two reports that the siding was improperly installed.

The BBB cover letter stated that the experts report was not given to the arbitrator or considered in her decision because it was not received before the arbitrator made her decision. The BBB claimed that the BBB expert took 35 days to send a one page report. Hello!!!! Why the hell did they wait 83 days for a report they weren't going to use? (apparently it didn't say what they wanted it to say!) I have always been told that consumers can trust the Better Business Bureau and that they are a good source of information when you are trying to decide on a company to do business with. BULLSHIT!

The Better Business Bureau is nothing more than an advocate for member businesses which pay their yearly fees! Consumers Beware, You Can't Trust the Better Business Bureau!

Oh by the way. If you were to check on the standing and number of complaints on the siding company that I used, the BBB report would say the same thing that it said 12 months ago when I checked his standing! I've learned a very valuable lesson! Never do Business with a BBB member and never sign a contract with an arbitration clause!

I'll take my chances in court where at least they look at the evidence! Lets abolish the BBB!

Tony
Kennesaw, Georgia
U.S.A.

STOP! ..before you think about using the Better Business Bureau (BBB)... CLICK HERE to see how other consumers were victimized by the BBB's false or misleading information. Don't be fooled! It has been reported, when there are thousands of complaints and other investigations underway by authorities, the BBB has no choice but to finally give an UNsatisfactory rating to a BBB member business that is paying the BBB big membership fees every year. When a business is reported that is NOT a BBB member, BBB files WILL more likely show an UNsatisfactory rating, then reportedly shake down that company to become a member of the BBB. One positive thing about the BBB is, either way, if a business has an unsatisfactory rating with the BBB, you can be sure, the business is bad. But what about all those BBB member businesses that had complaints filed against them? Consumers never get to hear about them. What about the BBB advertising to the public? Is this a false and misleading perception they are giving about "consumer confidence" when dealing with a business? Click here to understand more of what consumers and business alike are saying about the BBB. You decide. ..Remember. The BBB membership is not earned, it's paid for!