

commitments

15. Whether the business has attained BBB Accredited Business status

16. Whether the business has had its BBB Accreditation revoked

Then the agency's number crunchers take all this information and come up with a grade.

If an entrepreneur doesn't like his or her grade, BBB spokesman Steve Cox stresses the bureau is "more than happy to talk to any business that has any issue with the grading."

"Maybe it's a matter of you fix one thing and improve your grade, but it may not be," he said.

The key thing for consumers, he added, is to look for whether a company has BBB accreditation. To get that, the firm needs a "B" or higher.

I asked Cox if a consumer should do business with a "C" graded firm. His answer: "Maybe."

Jeez, that doesn't help.

What the heck does it mean to get a "C"?

"That's an average grade, just like it was in elementary school," he explained.

I don't know about you, but the last place I want to go back to is elementary school.

What do you all think? Is this a good move for the BBB, or should we be giving the agency an FFF?

[Main page](#)

[EMAIL THIS](#)

- Financing (75)
- Franchising (4)
- Guest list (12)
- Health care (20)
- Marketing (50)
- Staffing (44)
- Starting up (35)
- Tech watch (28)
- Top 5 (7)
- Vendors/suppliers (34)
- Web Site of the Week (9)
- Women/minorities (20)
- Work/life balance (40)

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