



Unstoppable! The real life heroes who stopped a runaway train tonight at 6 p.m. on Action News.



WTVG-TV Toledo, OH



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Head of local BBB reacts to corruption scandal

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Serious allegations have rocked the Better Business Bureau. The agency's mission is to help people avoid being scammed, but some bureaus are now being accused of using unethical practices themselves.

The allegations do not involve our local Better Business Bureau. In fact, the man who heads up our regional office is outraged and says the bad actions of a few can damage the reputation the BBB has worked nearly a century to build.

Dick Eppstein heads up the local better business bureau and he is mad! "It is extremely upsetting to the legitimate, hard working Better Business Bureau people," says Dick Eppstein, who heads up the local branch of the BBB.

The Better Business Bureau operates on an "A" to "F" grading system. An ABC News investigation uncovered allegations that some Better Business Bureaus in California were bumping up grades for various businesses in exchange for cash.

Good Morning America's celebrity chef Wolfgang Puck says the BBB has given him grades as low as an "F" because he won't pay to become a member. "If you become a member, you're sure to get an A, but if you don't pay, it's very difficult to get an A," said Puck.

Eppstein says that kind of corruption won't happen here. "If one of my people said, 'you've got a bad grade, but if you pay us we can make it better,' that employee of mine would be out of here in ten seconds," he says.

Epstein says, if the allegations are true, immediate action should be taken. "If they allow these practices to happen, heads should roll! This is such a violation of everything we stand for," he exclaimed.

You can see the entire ABC News investigation on 20/20 on 13abc Friday night at ten.

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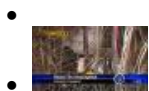
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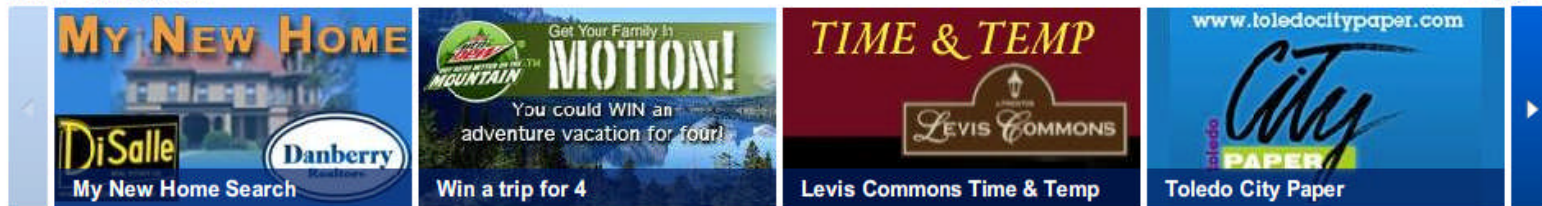
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