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BBB Changes Rating System After Accusations of Pay to Play

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By ASSOCIATED PRESS
 Published: November 19, 2010

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The [Better Business Bureau](#) says it's abandoning a rating system that awarded rating points simply because a business was accredited. The [Arlington, Va.](#), group was criticized by [Connecticut Attorney General Richard Blumenthal](#) for the system that he called pay for play.

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[Blumenthal](#) complained Nov. 12 about its letter-grade system. He said [BBB](#) members' grades include extra points unavailable to nonmembers, which he said is unfair to consumers who assume the companies are being judged equally.

The business group also said Thursday it will hire an independent third party to help review its accrediting procedure and make other changes. [Stephen Cox](#), president and chief executive, said the group has enjoyed the public's trust and is taking steps to maintain that trust.

[Blumenthal](#) said he applauds the decision to end the rating system, but remains concerned the business group lacks the resources to verify information used for its ratings. The group says it will work with [Blumenthal](#) to address his concerns.

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Posted by SparkleCity on Nov. 19, 2010 - 1:56 p.m.

About time; the BBB is a rapacious organization..

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