



Better Contractors Bureau, Ltd.
1151 Titus Avenue
Rochester, NY 14617
585-338-3600/fax 585-467-3740



Filing a Complaint

Dear Customer,

The Better Contractors Bureau, LTD is a non-profit consumer protection agency, founded in October 1974. Its mission is to “*Protect & Inform*” the consumer and its goals are to “*Upgrade*” the image of the industry and “*ELIMINATE*” unscrupulous contractors operating in our area. We are sorry to hear that you are currently having a problem with a contractor. Enclosed you will find a complaint form. Listed below are the procedures for filing a complaint:

1.) COMPLAINTS cost-\$15.00 processing fee

Complaints are accepted about workmanship on home building & remodeling projects ONLY and in suspected cases of senior citizens being taken advantage of. An attempt is made to settle the complaint amicably through the B.C.B.’s in house mediation process. Upon receipt of the complaint, a B.C.B. representative will review its contents and send a copy to the company in question, asking them to respond in writing within thirty (30) days. When the company responds in writing, we will then send you a copy of the response asking that you review it and respond to it. If a company does NOT respond within the thirty (30) day required period, all paperwork is then forwarded to the Attorney General’s Office and future consumers inquiring on the company are read a statement indicating their reluctance to satisfy complaints.

2.) ARBITRATION

Should the B.C.B.’s in-house mediation fail, we will offer you other options to pursue, such as formal arbitration through the Center for Dispute Settlement or Small Claims Court.

3.) INSPECTION SERVICE

There are occasions when you may not know if filing a complaint is warranted or you may just want verification that the work was done correctly. In those cases we suggest you have an inspection done to document your complaint. Simply fill out the complaint form accordingly and also indicate that you request an inspection. Please send the complaint form along with your check for both the processing fee and the inspection fee as listed below. You may also request only an inspection if you wish.

Upon receipt of your complaint and request for an inspection, we will have an inspector call you to set an appointment. A written report will be mailed to you shortly after the job is inspected. The complaint itself will go through our normal filing procedure above. **Note:** If an inspection only is desired the company in question will still be given a copy of the inspection report.

The cost of an inspection in Monroe County is **\$200.00**. Wayne, Ontario, Livingston, Genesee, or Orleans County the cost is **\$250.00**.

Should the inspector have to appear in court there is a fee of **\$200.00 per day**.

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IMPORTANT INFORMATION

- Enclosed you will find one (1) complaint form. Fill it out, sign where indicated, and return with your check or money order in the amount of fifteen dollars (\$15.00)
- Make checks payable to **Better Contractors Bureau, LTD.**
- If an inspection is desired check the appropriate box on the complaint form and send with the required payment.
- All complaints must be signed at the bottom of the form by all homeowners.
- Complaint form must be typed or neatly printed on the BCB form in ink.
- A copy of your entire contract **MUST** accompany your returned complaint form. Do not send originals. Send any other items that may help your case, ie; photos, copies of checks, etc.
- Keep complaint brief, factual and informative, leaving emotions aside.
- Be sure to indicate what it is that will satisfy your complaint. Such as money back, contractor to return to make repairs, etc. This is **very** important!
- **All complaints must be mailed to: 1151 Titus Avenue, Rochester NY 14617**
- While most complaints are concluded within days, others may take several weeks or sometimes months. Please contact us should you hear from the contractor or want to seek another means of settling your complaint!

NOTE: We cannot process a complaint that has already gone through another agency, Small Claims Court, or in the hands of your attorney, or entered legal channels!

The B.C.B. is a non-profit organization and derives funding through membership dues, its annual home show, advertising in its Consumer Guide and occasional grants.

Thank you letters we receive from customers that have been helped by our service would be greatly appreciated!