

COMPLAINT IMPORTANT INFORMATION

- Enclosed you will find one a complaint form. Fill it out, sign where indicated, and return it with your check or money order in the amount of twenty dollars (\$20.00)
- 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 such as, photos, copies of checks, inspections, etc.
- Keep complaint brief, but 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!
- **Mail the complaint to: 1151 Titus Avenue, Rochester NY 14617**
- When the complaint is received it will be sent to the contractor in question and he will be given 30 days to respond in writing! When his response is received a copy will be sent to you to respond to it!
- 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!

The B.C.B. is a non-profit consumer protection 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!