

COMPLAINT FILING IMPORTANT INFORMATION

- Enclosed you will find a complaint form. Fill it out, sign where indicated, and return it with your check or credit card information in the amount of Fifty dollars (\$50.00) This includes the many correspondence letters, phone calls, postage, stationery, and staff time!
- If an inspection is desired check the appropriate box on the complaint form and send it with the required payment for your county.
- 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 or version of **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, emails, etc.
- Keep complaint brief, but factual and informative, leaving emotions aside.
- Be sure to indicate what resolution you want that will satisfy your complaint. Such as money back, contractor to return or not return to make repairs, etc. This is **very** important!
- **Mail the complaint with check payable to: Better Contractors Bureau, 1151 Titus Avenue, Rochester NY 14617 or email to with credit card info to: obettercontract@rochester.rr.com.**
- 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 back to it!
- While most complaints are concluded within the 30-day time allotted it can take longer if parties disagree with either's responses. Please contact us should you hear from the contractor or want to seek another means of settling your complaint! If after the 30 days is up should the contractor not respond you will be given other options, should you want to pursue the matter further!

The B.C.B. is a non-profit consumer protection organization and derives funding through membership dues, 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!