

Consumer Complaints

Age Requirements

No Age Requirement

Available 24/7

No

Other Eligibility Criteria

No restrictions

Intake Contact

Judy Tankersley

Intake Contact Email

info@mybbb.org

Intake Process

By phone

Self Refer

Yes

Better Business Bureau Metropolitan Washington

<http://dc-easternpa.bbb.org/>

Main

(202) 393-8000

1411 K St. NW , 10th Floor

20005 DC

United States

Additional Availability Comments

Automated help line is available 24/7; operators available from 9:30AM-4PM EST

Fee Structure

No Fee

Languages Spoken

English

In addition to the complaint conciliation and public reporting, the Better Business Bureau also provides a wide range of dispute resolution options. These include Customer Care program, and the for-fee Mediation and the Binding Arbitration programs.

Provides consumer pre-purchase information (reliability reports), conciliates consumer complaints, evaluates charities, and provides arbitration in certain consumer disputes. Does not: give legal advice, help to breach or assist in voiding contracts, make collections of any kind, provide credit information, or appraise articles.

24hr/7days/week automatic reporting.

As a rule a BBB Accredited Business report will include general background, complaint history and other pertinent information.

Service Area(s)

Alexandria City

,

Arlington County

,

Fairfax City

,

Fairfax County

,

Falls Church City

,

Loudoun County

,

Washington DC