

For more than 100 years, Better Business Bureau has been helping people find businesses, brands and charities that they can trust. In 2024, bbb.org shared more than 220 million business profiles detailing complaints, customer reviews and alerts if BBB has concerns about a particular business, along with our 'Get a Quote' feature which connects consumers with trustworthy businesses accredited by BBB.

BBB.org is full of resources you may not be familiar with.

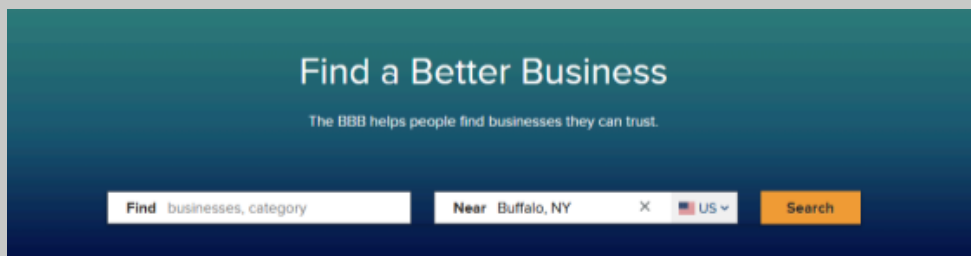
## **What services does BBB offer?**

### **Dispute Resolution Services**

Should you have an issue with a business that you are not able to resolve on your own with the business, and you know where the company is located, you are encouraged to file a complaint with BBB. We will reach out to the business and work with both of you on taking a fresh start toward a resolution. Over 1.3 million complaints were processed in 2024.

### **Business Profiles**

Once the complaint is closed, BBB will report on the complaint and share the details for 3 years. You can also file a customer review if you wish to share your experience about a business. BBB rates the business based on the information we have, you will find the rating and the reason for it. You can also learn about the products and services the business offers, along with contact information. If BBB has concerns about the business, an alert will be found on the profile. The profile will also share if the business is Accredited with BBB. All accredited businesses have been vetted to ensure they are properly licensed and there are no concerns with the owner of the business. Go to bbb.org and type the business name in the find field. If we don't already have a profile, we can create one:

A screenshot of the BBB website's search bar. The background is a dark teal gradient. At the top, it says "Find a Better Business" in white. Below that, in smaller white text, it says "The BBB helps people find businesses they can trust." There are two input fields: the first is labeled "Find businesses, category" and the second is labeled "Near Buffalo, NY" with a small "X" icon to its right. To the right of the second field is a dropdown menu showing "US" with a small downward arrow. To the right of the dropdown is an orange "Search" button.

info@upstatenybbb.org  
(716) 881-5222

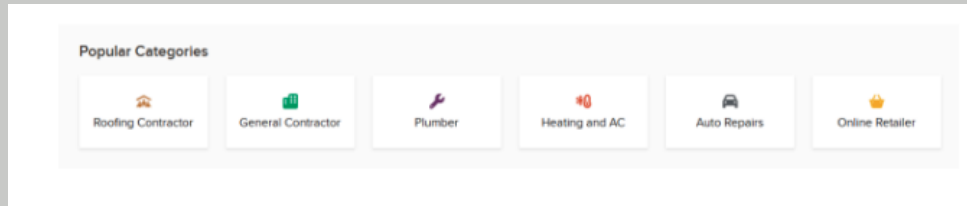


www.bbb.org



100 Bryant Woods South  
Amherst, NY 14228

Go to [bbb.org](https://bbb.org) if you are looking for a trustworthy business in a particular industry. You can enter the category in the find field or choose from the most popular categories that can also be found on [bbb.org](https://bbb.org):



Do you think you are the victim of a scam and you don't know where the company is located, and may not be located in the US and Canada? In 2024, over 81,000 scams were reported to BBB. While BBB may not be able to reach the person or company who scammed you, your report warns others and also assists media and local law enforcement to get the word out as well. BBB connects with law enforcement contacts on a regular basis. To look up a scam or report one, please go to [bbb.org/scamtracker](https://bbb.org/scamtracker)

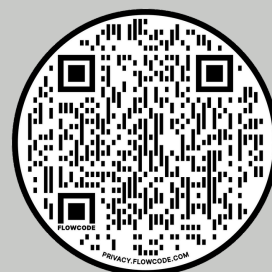


Use this link to learn about all the other ways BBB is here to help you and the community you live in: [bbb.org/all/consumer-hq](https://bbb.org/all/consumer-hq)

If you do not have access to the internet, you can call BBB for complaint assistance or for information on a particular company, or get a list of accredited businesses in the industry you are interested in. Our BBB team is here to help you, please call 800-828-5000.



**Scan for Scam Tracker**



**Scan for Consumer HQ**



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