


# BBB Online Complaint Form:

1.



**Better Business Bureau®** Start With Trust | Online Complaint System

BBB.org Contact Us

Step 1: **Nature of Complaint** | Step 2: Find Business | Step 3: Your Information | Step 4: Your Complaint | Step 5: Additional Details | Step 6: Review & Submit

### Verify the nature of your complaint

**Is the business in the United States or Canada?**  
 Yes  No

**Your complaint involves a:**

- vehicle
- cell phone or wireless carrier
- business's product or service (other than a vehicle or cell phone)
- business's advertising
- business's privacy policy or practices
- charity

**Are you an active duty service member, a civilian employee of the Department of Defense, a military dependent or retired from active duty?** (required)  
**What do we do with this information?**

Yes  No

**Next** ▶

**HELP**

Answering the questions on this page will help us make sure your complaint is processed promptly.

2.



Step 1: Nature of Complaint	✓ Step 2: Find Business	Step 3: Your Information	Step 4: Your Complaint	Step 5: Additional Details	Step 6: Review & Submit
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Search For:  In:

### Find Business

Use the search bar above to find the business you'd like to file a complaint against. You can search using a Business's Name, Phone Number, Website URL or an Email Address.

Some businesses have more than one physical location. A business with multiple locations will be marked as such and when you select it from the list of businesses, you'll be prompted to choose a specific location.

**HELP**

You may search using a business name, a phone number, website URL or an email address.

Choose the business you'd like to file a complaint against from the list to the left. Use the "Select" button to select a business.

If you can't find the right business in the search results, you can add the business's information yourself using BBB's Business Information Form.

3.

## How can BBB assist you?

Please select one of the following:

I am looking to resolve a dispute with a business. <b>File a Complaint</b>	I am looking to share an experience (positive, negative or neutral) about a business. <b>Submit a Customer Review</b>	I want to warn others about a business or offer that sounds like an illegal scheme or fraud. <b>Report a Scam</b>
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## BBB: Qualification Questions

Before filing a complaint with BBB you should contact the business at least once to give them an opportunity to resolve the issue. However, you are not required to contact the business first. If the issue cannot be resolved directly with the business, then you may file a complaint with the BBB

To File a Complaint against a different business, click here.

5.

# BBB Complaint Form

Step 1:  
Tell Us About Yourself & the Business

Step 2:  
Tell Us About Your Complaint

Step 3:  
Additional Complaint Details

Step 4:  
Review and Submit Your Complaint

## Complaint/Consumer Information:

Tell us about yourself.

Complaint Type:  ⓘ

Salutation:

First Name:

Middle Initial:

Last Name:

Suffix:

Zip/Postal Code:

Address:

Address 2:

City:

State/Prov:

Country:

Daytime Phone:  ext:

Evening Phone:  ext:

Fax:

Email Address?

Confirm Email

Address:

If you do not have an email address, you will need to file your complaint in writing with the local BBB where the business is located.

## Business Information:

Tell us about the business you are filing a complaint on.

Business Name:

Store/Establishment #:

Address:

City:

State/Prov:

Zip/Postal Code:

Business Phone:

Website URL:

Did we find the correct business?  Yes  No ⓘ

Is this the same address as the purchase location?  Yes  No

[To File a Complaint against a different business, click here.](#)

I am an active duty service member, a civilian employee of the Department of Defense, a military dependent or retired from active duty: