

Better Business Bureaus (BBBs) are nonprofit organizations that encourage honest advertising and selling practices and are supported primarily by local businesses. BBBs offer a variety of consumer services, including: consumer education materials; business reports, particularly unanswered or unsettled complaints or other problems; mediation and arbitration services; and information about charities and other organizations that are seeking public donations.

Complaints should be submitted in writing so that an accurate record exists of the dispute. The BBB will then present the complaint to the company involved. If the complaint is not resolved, the BBB may offer an alternative dispute settlement process. BBBs do not judge or rate individual products or brands, handle employer/employee wage disputes or give legal advice.

If you need help with a consumer question or complaint, call your local BBB or visit their website.

BBBOnLine ([www.bbb.org](http://www.bbb.org)) provides Internet users an easy way to verify the legitimacy of online businesses. Companies carrying the BBBOnLine seal have been checked out by the BBB and agree to resolve customer concerns.

BBB MILITARY LINE ([www.military.bbb.org](http://www.military.bbb.org)) offers consumer education and advocacy to service members and their families (p. 58).

The Council of Better Business Bureaus, the umbrella organization for the BBBs, can assist with complaints about the truthfulness and accuracy of national advertising claims, including children's advertising; provide reports on national soliciting charities; and help to settle disputes with automobile manufacturers through the BBB AUTO LINE program (p. 64).

**Council of Better Business Bureaus, Inc.**

4200 Wilson Blvd., 8th Floor  
Arlington, VA 22203-1838  
703-276-0100  
Fax: 703-525-8277  
E-mail: [info@bbb.org](mailto:info@bbb.org)  
[www.bbb.org](http://www.bbb.org)

**Alabama**

**Birmingham**

Toll free: 1-800-824-5274  
205-558-2222

**Boaz**

Toll free: 1-800-239-1642  
256-840-3888

**Cullman**

Toll free: 1-800-239-1642 (North AL)  
256-775-2917

**Decatur**

Toll free: 1-800-239-1642 (North AL)  
256-355-2226

**Dothan**

334-794-0492

**Florence**

Toll free: 1-800-239-1642  
256-740-8224

**Huntsville**

Toll free: 1-800-239-1642 (North AL)  
256-533-1640

**Mobile**

251-433-5494

**Montgomery**

334-273-5530

**Alaska**

**Anchorage**

907-562-0704

**Arizona**

**Phoenix**

Toll free: 1-877-291-6222  
602-264-1721

**Prescott**

928-772-3410

**Tucson**

Toll free: 1-800-696-2827 (South AZ)  
520-888-5353

**Arkansas**

**Little Rock**

Toll free: 1-800-482-8448  
501-664-7274

**California**

**Bakersfield**

661-322-2074

**Colton**

909-825-0490

**Culver City**

310-945-3166

**Fresno**

559-222-8111

**Long Beach**

562-216-9240

**Oakland**

866-411-2221

**San Diego**

858-496-2131

**San Jose**

408-278-7400

Santa Barbara  
805-963-8657

Stockton  
209-948-4880

West Sacramento  
916-443-6843

Colorado

Colorado Springs  
Toll free: 1-866-206-1800  
719-636-1155

Denver  
303-758-2100

Fort Collins  
970-484-1348

Connecticut

Wallingford  
203-269-2700

Delaware

New Castle  
302-230-0108

District of Columbia

Washington, DC  
202-393-8000

Florida

Clearwater  
727-535-5522

Jacksonville  
904-721-2288

Orlando  
407-621-3300

Miami Lakes  
305-827-5363

Pensacola  
850-429-0002

Stuart  
772-223-1492

West Palm Beach  
561-842-1918

Georgia

Atlanta  
Toll free: 1-866-225-1090  
(outside Metro Atlanta)  
404-766-0875  
Toll free: 1-866-225-1090 (GA)  
706-549-9955

Augusta  
706-210-7676

Columbus  
229-883-0744  
706-324-0712

Macon  
478-742-7999

Savannah  
912-354-7521

Hawaii

Honolulu  
808-536-6956

Idaho

Boise  
208-342-4649

Idaho Falls  
208-523-9754

Spokane, WA  
Toll free: 1-800-356-1007  
509-455-4200

Illinois

Chicago  
312-832-0500

Peoria  
309-688-3741

Rockford  
815-963-2222

Indiana

Evansville  
Toll free: 1-800-359-0979  
(in service area)  
812-473-0202

Fort Wayne  
Toll free: 1-800-552-4631 (North IN)  
260-423-4433

Indianapolis  
Toll free: 1-866-463-9222 (IN)  
317-488-2222

South Bend  
Toll free: 1-800-552-4631  
574-675-9315

Iowa

Bettendorf  
563-355-6344

Des Moines  
Toll free: 1-800-222-1600  
515-243-8137

Kansas

Topeka  
785-232-0454

Wichita  
Toll free: 1-800-856-2417 (KS)  
316-263-3146

Kentucky

Lexington  
Toll free: 1-800-866-6668 (National)  
859-259-1008

Louisville  
Toll free: 1-800-388-2222 (KY)  
502-583-6546

**Louisiana**

**Alexandria**  
318-473-4494

**Baton Rouge**  
225-346-5222

**Houma**  
Toll free: 1-866-695-4222 (LA)  
985-868-3456

**Lafayette**  
337-981-3497

**Lake Charles**  
Toll free: 1-800-542-7085  
337-478-6253

**Monroe**  
Toll free: 1-800-960-7756  
318-387-4600

**New Orleans**  
504-581-6222

**Shreveport**  
318-222-7575

**Maine**

**Natick**  
Toll free: 1-800-422-2811  
508-652-4800

**Maryland**

**Baltimore**  
410-347-3990

**Massachusetts**

**Chicopee**  
413-594-2160

**Natick**  
508-652-4800

**Worcester**  
Toll free: 1-866-566-9222  
508-755-2548

**Michigan**

**Grand Rapids**  
616-774-8236

**Detroit**  
248-644-9100

**Minnesota**

**St. Paul**  
Toll free: 1-800-646-6222  
651-699-1111

**Mississippi**

**Ridgeland**  
601-707-0960

**Missouri**

**Kansas City**  
816-421-7800

**Springfield**  
417-862-4222

**St. Louis**  
314-645-3300

**Montana**

**Spokane, WA**  
Toll free: 1-800-356-1007  
509-455-4200

**Nebraska**

**Lincoln**  
Toll free: 1-800-649-6814  
(Outside Lincoln)  
402-436-2345

**Omaha**  
Toll free: 1-800-649-6814  
(Outside Omaha)  
402-391-7612

**Nevada**

**Las Vegas**  
702-320-4500

**Reno**  
775-322-0657

**New Hampshire**

**Concord**  
603-224-1991

**New Jersey**

**Trenton**  
609-588-0808

**New Mexico**

**Albuquerque**  
Toll free: 1-800-873-2224 (NM)  
505-346-0110

**Farmington**  
505-326-6501

**New York**

**Amherst**  
Toll free: 1-800-828-5000 (NY Only)  
716-881-5222

**Buffalo**  
Toll free: 1-800-828-5000  
716-881-5222

**Farmingdale**  
516-420-0508

**New York**  
212-533-6200

**Tarrytown**  
212-533-6200

North Carolina

Asheville

828-253-2392

Charlotte

Toll free: 1-877-317-7236  
704-927-8611

Greensboro

336-852-4240

Raleigh

Toll free: 1-800-222-0950 (East NC)  
919-277-4222

Winston-Salem

Toll free: 1-800-777-8348 (NW NC)  
336-725-8348

Ohio

Akron

330-253-4590

Canton

Toll free: 1-800-362-0494 (OH)  
330-454-9401

Cincinnati

513-421-3015

Cleveland

216-241-7678

Columbus

Toll free: 1-800-759-2400  
614-486-6336

Dayton

Toll free: 1-800-776-5301  
937-222-5825

Lima

419-223-7010

Toledo

419-531-3116

Youngstown

330-744-3111

Oklahoma

Oklahoma City

405-239-6081

Tulsa

918-492-1266

Oregon

Lake Oswego

503-212-3027

Pennsylvania

Bethlehem

610-866-8780

Harrisburg

717-364-3250

Moosic

570-614-4222

Philadelphia

215-985-9313

Pittsburgh

412-456-2700

South Carolina

Columbia

803-254-2525

Conway

843-488-2227

Greenville

Toll free: 1-800-948-5791  
864-242-5052

South Dakota

South Dakota

(Omaha, NE office)

Toll free: 1-800-649-6814  
(NE, SD, IA – Southwest)  
402-391-7612

Tennessee

Chattanooga

Toll free: 1-800-548-4456  
(423 & 706 Area Codes)  
423-266-6144

Clarksville

931-503-2222

Fayetteville

931-503-2222

Franklin

615-242-4222

Knoxville

865-692-1600

Memphis

Toll free: 1-800-222-8754  
(in Service Only)  
901-759-1300

Nashville

Toll free: 1-800-989-4222 (Middle TN)  
615-242-4222

Texas

Abilene

325-691-1533

Amarillo

806-379-6222

Austin

512-445-2911

Beaumont

409-835-5348

College Station

979-260-2222

Corpus Christi

Toll free: 1-800-379-4222  
361-852-4949

Dallas

214-220-2000

El Paso

915-577-0191

Fort Worth

817-332-7585

Houston

713-868-9500

Longview

903-758-3222

Lubbock

Toll free: 1-800-687-7890 (S. Plains)  
806-763-0459

Midland

Toll free: 1-800-592-4433 (TX)  
432-563-1880

San Angelo

325-949-2989

San Antonio

210-828-9441

Texarkana

Toll free: 1-800-372-4222  
903-793-4565

Tyler

Toll free: 1-800-443-0131  
(903 & 430 Area Codes)  
903-581-5704

Waco

254-755-7772

Weslaco

956-968-3678

Wichita Falls

Toll free: 1-800-388-1778  
940-691-1172

Utah

Salt Lake City

Toll free: 1-800-456-3907  
801-892-6009

Virginia

Arlington

703-276-0100

Norfolk

757-531-1300

Richmond

804-648-0016

Roanoke

540-342-3455

Washington

Seattle

206-431-2222

Spokane

Toll free: 1-800-356-1007  
509-455-4200

Wisconsin

Milwaukee

414-847-6000

West Virginia

Charleston

Toll free: 1-866-228-1820  
304-345-7502