

Bbb Connecticut Pulls Accreditation From Two Companies

Cromwell and trumbull-based firms cited for bbb code infractions

Feb. 15, 2008 - [PRLog](#) -- Wallingford, CT – Better Business Bureau of Connecticut wants consumers to know that two companies have had their accreditation canceled by the organization.

Cromwell, CT based Safe Home Security and Trumbull based Arbitration International both failed to follow BBB standards of trust for accredited businesses.

Safe Home Security sells, installs, services and monitors security, fire and CCTV systems in residential and commercial locations. On December 13, 2007 the company's accreditation was revoked due to unanswered complaint(s) and unresolved complaint(s), failure to eliminate the underlying cause of complaints on file with BBB, and recent government action involving the business's customer relations which indicates a significant failure of the business to meet standards of conduct expected of BBB Accredited Businesses. BBB, in its three-year reporting period, received consumer complaints concerning billing errors, dissatisfaction with the company's service, and difficulties with canceling monitoring agreements, which have an automatic renewal feature, unless canceled by consumers in accordance with the contract.

Trumbull-based Arbitration International is a company that purportedly offers mediation and arbitration services to small businesses in an effort to impede lawsuits and enforcement of judgments involving debt collection.

BBB requested the company provide documentation showing that it indeed performs the services it purports. To date, BBB has not received a reply.

On December 13, 2007 Arbitration International's accreditation was revoked by BBB's Board of Directors due to repeated and unauthorized use of BBB name and/or logo, unresolved complaint(s), failure to provide general information on the nature of its business and on the background of the company principals, or other information deemed necessary by BBB, so that it may conduct the necessary background investigation to develop a factual public report on the company.

According to BBB Connecticut President and CEO, Paulette Hotton, "It is important for consumers to periodically check our organization's web site (www.ct.bbb.org) to ensure companies with whom they have done business in the past remain in good standing with BBB.

"These are examples," says Hotton, "where the system worked. We want people to know that BBB oversees not only consumer complaints but also other practices which may be deceptive or go against BBB's ethics and accreditation rules."

BBB Connecticut V.P. of Marketplace Operations, Christen Horan, added "Not all cases where accreditation is revoked involves the volume of complaints, but also other issues which put consumers at risk. Companies which do not follow the rules will not have the 'security' of hiding behind BBB accreditation."

To see detailed reliability reports on these and other companies, please visit BBB's web site at www.ct.bbb.org or call 203-269-2700 ext. 2.

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Founded in 1912, BBB is an unbiased non-profit organization that sets and upholds high standards for fair and honest business behavior. BBB offers objective advice and a wide range of education on topics affecting marketplace trust. BBB also offers complaint and dispute resolution support for consumers and businesses. Today, 128 BBBs serve communities across the U.S. and Canada, evaluating and monitoring more than three million local and national businesses and charities.

Website: ct.bbb.org

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Source	CT Better Business Bureau
Website	https://ct.bbb.org
City/Town	Wallingford
State/Province	Connecticut
Zip	06492
Country	United States
Tags	Bbb , Better Business Bureau Connecticut , Accreditation , Revokes
Link	https://prlog.org/10051389



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