

Consumer Education

Available 24/7

No

Other Eligibility Criteria

Open to all

Family

No

Intake Contact Email

info@roanoke.bbb.org

Intake Process

Walk-ins and telephone referrals accepted

Self Refer

Yes

Better Business Bureau of Western Virginia

<http://www.vawest.bbb.org>

Main

(540) 342-3455

Toll-Free

(800) 533-5501

5115 Bernard Dr, Suite 202,

24018 VA

United States

Fee Structure

No Fee

Languages Spoken

English

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Spanish

Better Business Bureau of Western Virginia accepts complaints against all types of businesses, including charities and non-profit organizations. Provides consumer education about fraud practices, scams and ways to prevent scam artists from taking advantage.

Agency provides information to the public about their rights as consumers. The program offers speakers to talk with community or church groups about ways to avoid scam artists. Call to arrange a speaker.

The agency provides the public with information (tips and warnings) on a variety of subjects (advance fee loans, home improvement information, work-at-home schemes, lawn care services, financial aid for college, Medicare & Medigap insurance). Visit the Resource Library on the website. Any person, corporation or business can become a member.

Consumers can [Check out a Business or Charity](#).

The Better Business Bureau offers The Dispute Resolution Center to help consumers and businesses resolve marketplace disputes. Impartial, trained mediators help the parties communicate with each other and resolve misunderstandings and reach an agreement agreeable to all parties

Service Area(s)

Alleghany County

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Augusta County

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Bath County

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Bedford County

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Bland County

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Botetourt County

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Bristol City

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Buchanan County

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Buena Vista City
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Campbell County
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Carroll County
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Covington City
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Craig County
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Danville City
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Dickenson County
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Floyd County
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Franklin County
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Galax City
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Giles County
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Grayson County
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Harrisonburg City
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Henry County
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Highland County
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Lee County
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Lexington City
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Lynchburg City
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Martinsville City
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Montgomery County

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Norton City

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Patrick County

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Pittsylvania County

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Pulaski County

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Radford City

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Roanoke City

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Roanoke County

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Rockbridge County

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Rockingham County

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Russell County

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Salem City

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Scott County

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Smyth County

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Staunton City

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Tazewell County

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Waynesboro City

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Wise County

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Wythe County