



Welcome to the Better Business Bureau of Southern Colorado's FAQ page. Here, you'll find answers to some of the most commonly asked questions about BBB accreditation, dispute resolution, and more.

1. Accreditation Process

Q: How do I apply for BBB accreditation?

A: To apply for BBB accreditation, visit our [Accreditation Page](#) and fill out the online application. You will need to provide details about your business, including proof of a valid business license, and undergo a review process to ensure your business meets BBB standards.

Q: What are the requirements for becoming accredited?

A: Businesses must meet BBB's ethical standards, including maintaining a positive track record, following advertising practices, and responding to consumer complaints. See the full list of standards [here](#).

Q: How much does BBB accreditation cost?

A: Accreditation fees vary depending on the size of your business. To get an exact quote, you can contact us at (719) 636-1155 or email us at info@bbbosc.org.

2. Complaints & Disputes

Q: How do I file a complaint against a business?

A: To file a complaint, visit our Complaint Submission Form. You will need to provide details about the issue, including any attempts you've made to resolve it directly with the business.

Q: What types of complaints does the BBB handle?

A: BBB processes complaints that involve issues related to marketplace transactions, such as disputes over products or services. We don't handle employment, criminal, or healthcare-related complaints.

Q: How long does it take for a complaint to be processed?

A: Typically, complaints are processed within 30 days. You can track the status of your complaint by logging into your BBB account or contacting our dispute resolution team at (719) 636-1155.

3. BBB Standards

Q: What are BBB's standards for trust?

A: Our eight standards for trust include building trust, advertising honestly, and safeguarding privacy. To view the full list of standards, visit our [BBB Standards for Trust](#).

Q: How does BBB evaluate businesses?

A: BBB evaluates businesses based on various factors, including how they respond to customer complaints, their transparency in advertising, and adherence to industry standards. For more information, check out our [Business Evaluation Criteria](#).

4. Dispute Resolution

Q: Can BBB help me resolve a dispute with a business?

A: Yes, BBB offers mediation and arbitration services to help resolve disputes between consumers and businesses. Our process is designed to be fair and impartial. You can learn more about our dispute resolution process [here](#).

Q: Does BBB charge for dispute resolution services?

A: No, our dispute resolution services are offered free of charge to consumers and businesses.

5. Events & Sponsorships

Q: How can I become a sponsor for a BBB event?

A: If you're interested in sponsoring one of our events, such as the "A Night of Excellence" gala, please contact our event team at bbbmarketing@bbb.org for more information on sponsorship packages.

Q: Where can I find information about upcoming BBB events?

A: Visit our [Events Page](#) for a full calendar of upcoming workshops, webinars, and other networking opportunities.

6. General Questions

Q: What areas does the BBB of Southern Colorado cover?

A: Our region covers businesses and consumers across Southern Colorado, including Colorado Springs, Pueblo, and surrounding areas. You can view the full list of counties we serve [here](#).

Q: How can I contact BBB of Southern Colorado?

A: You can reach us via phone at (719) 636-1155 or email at info@bbbsc.org for an appointment. Our office is by appointment only and is located at 25 N Wahsatch Ave, Colorado Springs, CO 80903.

7. Resources

Q: Where can I find BBB's business resources and reports?

A: You can access various resources, including business reports and guides, by visiting our [Resources Page](#).

Still Have Questions?

If your question isn't listed here, feel free to reach out to us directly at info@bbbsc.org or call (719) 636-1155. We're here to help!