

## **Consumer Complaints**

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Open to all

Family

No

Intake Contact

Thomas Gallagher

Intake Contact Email

tgallagher@richmond.bbb.org

Intake Process

Must call or visit the website for information about filing a complaint.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Better Business Bureau of Central Virginia, Inc.

<https://www.bbb.org/us/va/richmond>

<https://www.bbb.org/file-a-complaint>

<https://www.facebook.com/BBBCentralVA>

Main

(804) 648-0016

100 Eastshore Drive

23059 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

Better Business Bureau of Central Virginia accepts complaints involving all types of businesses, including charities and non-profit organizations. Complaints handled relate to marketplace transactions, including advertising claims.

Complaints are generally misleading advertising, improper selling practices and non-delivery of goods or services, as well as complaints about the misuse of personally identifiable information. Also accepted are complaints about Lemon Law/Auto Warranties.

Visit [File a Complaint](#) for more information.

Fredericksburg office: 540-373-9872

Charlottesville office: 804-971-3707

Service Area(s)

Chesterfield County

,

Henrico County

,

Richmond City

Email

[info@richmond.bbb.org](mailto:info@richmond.bbb.org)