

## Better Contractors Bureau, Ltd. 1151 Titus Avenue Rochester, NY 14617 585-338-3600 Fax. 585-467-3740 obettercontract@rochester.rr.com



## **CONSUMER COMPLAINT FORM**

Instructions:

**Note:** Before filing with the Better Contractors Bureau (BCB), you must have made a sincere effort to settle your complaint directly with the company! The BCB can assist you <u>only</u> after you have personally tried to resolve your complaint! **NOTE:** *A \$30.00* processing fee <u>must</u> accompany this complaint form along with a <u>copy of your contract</u>! If the dispute is the subject of a lawsuit, other legal action or filed with another organization it cannot be handled by the BCB! **ONLY** complaints on **workmanship** are accepted unless pertaining to a senior citizen scam or rip off! If <u>ONLY</u> an inspection is required to verify workmanship check the box below and send it in with a check or your credit card information with the appropriate fee! Please be sure that your information is complete, factual but as brief as possible. To complete this form, answer all the appropriate questions by typing or printing clearly. The BCB will try to help you and the company reach an amicable settlement through BCB's complaint process by mail. **Note:** The contractor has <u>30 days</u> to respond to a complaint from the filing date! If the contractor does not respond or you dispute his response, then the BCB offers in-house mediation process. However, if mediation does not resolve your dispute, you will be advised of other options available to you one of which is formal binding arbitration through its affiliation with the Center for Dispute Settlement. *The BCB cannot accept any complaints that are over* **3 years** old unless your contract states a longer warranty!

Inspection requested – The charge for an inspection within Monroe County is \$300 and \$400 for any of the other five surrounding counties. Payment for inspection must be submitted with this request along with the complaint fee!

## **Consumer Information:**

Last Name:	First Name:	Title: (Circ	cle One) Mr. Ms. Mrs.			
Street Address:	City:	Zip Code:	County:			
Phone Number:	Cell:	Email:				
	Company Information:	(Company Involved in Dis	spute			
Company Name:	(	Company Contact	Title:			
Street Address:	City:	Zip Code:	County:			
Phone Number:	Cell:	Email:				
Date Problem First Oce	curred: Date Comp	lained: Person Com	plained to:			
Company Response: _	company Response: Job or Service Description:					
Date Contract Signed:	Warranty (Years):	Method of Payment: check	credit cardcash			
Description of Resolution you are requesting: (eg. refund, repairs, finish work, etc.)						
	<u> </u>	<u></u>	<u> </u>			
Credit Card Informatio	on: No:	Exp. Date:	Code on back:			
Payment type: Check	AMX VISA MC _	Discover Name On Ca	rd			
		lowing And Sign Bolowi				
Please Read the Following And Sign Below!						
<b>o</b> 1 .		attempting to mediate my com	•			
		should contact a private attorn e company or service person the				
		ad accurate to the best of my ki				
Customer Signature:	Custo	omer Signature:	Date:			
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## **Complaint Description**

Please print or type a clear description of your problem or dispute that you are complaining about below:

We hired Jeffrey Koch and his "company" Roc Rehab for a remodel job on 73/75 Somerset. Please see contract between MMTPG and Roc Rehab for details. Also, please see demand letter from our attorney. Jeff said several times he would "rather just give the money back" and said "money is in escrow", "I can return the money if push comes to shove", none of which has happened. MMTPG sent him \$5000 on 7/17 and \$5000 on 7/18.

I have spoke with multiple contractors, the DA, financial crimes division of Rochester, my attorney, the BBB the BCB and the attorney generals office just to clarify out position and not one has stated Jeff can take the \$10k deposit because he was let go from the job and never given the full deposit amount. We even offered to let him keep a small portion and he refused. He stated he has counsel, which I doubt because no attorney would advise him to not return the deposit, but he has yet to respond to our demand letter. Before we take all of this to the above agencies and file in supreme court, I was advised to make one last attempt to retrieve our 10k deposit. See attached contract and attached demand letter. If we get the money back within 7 days we will not pursue any action or complaints against Jeff or his company.

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Signature:	Michael	Twentytue	
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	78D8E1A18	1104B6	

DocuSigned by:

Signature: