

Home & Building Association of Greater Grand Rapids

ETHICS HELP FOR CONSUMERS

If your builder or service provider or salesperson is a member of the Home & Building Association of Greater Grand Rapids (HBAGGR), they have agreed to abide by the governing principles of this organization, our Code of Ethics, which are on the reverse side of this sheet, or attached to this Email.

Good customer relations always involve good communication. The sooner you explain your concerns to your builder or service provider or salesperson, the faster the situation can be resolved.

Here are some suggestions for you:

- Read your contract. Know what is included and what is not included.
- If you have a problem with the product or work:
 1. Contact the builder or service provider or salesperson right away and be clear about the problem – what it is and what you think needs to be done.
 2. If a phone call does not give you satisfaction, please put your complaint in writing and include exactly what you would like them to do about it.
- If you disagree with the resolution that is offered, consider taking this problem either to Mediation with the Dispute Resolution Center of West Michigan (free), or Arbitration with the Better Business Bureau (\$150 each party). And, again, do it as soon as you recognize that the conflict can not be resolved between the two of you. Below is the contact information:

Dispute Resolution Center of West Michigan

678 Front Ave NW, Suit 250
Grand Rapids, MI 49504
Phone: (616) 774-0121
Toll Free: (800) 873-7658
Fax: (616) 774-0323
Email: info@drcwm.org

Better Business Bureau of Western Michigan

40 Pearl NW, Ste. 354
Grand Rapids MI 49503
Phone: (616) 774-8236
Fax: (616) 774-2014
Email: bbbinfo@iserv.net

Remember – you can always end up in Court, but this procedure is designed to keep you from having to go to Court. Not only is it expensive, but it can also be debilitating and time consuming. Suing someone, or being sued, should be the last resort.