



Jennifer Jones <cmcjennjones@gmail.com>

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## RE: BBB Complaint Case#19013345 - A-1 Razorback Moving

4 messages

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Mary Kaye Garcia <marykayeg@bbbarkansas.org>

Fri, Sep 26, 2008 at 10:50 AM

To: Jennifer Jones <jennifer@houseofjones.com>

Dear Ms. Jones:

To answer your questions regarding arbitration....

1. If you decide not to arbitrate your dispute with A-1 Razorback Moving, the complaint will be closed. How it is closed depends on the business' decision whether or not to participate. I cannot comment on the closing until I know this information.

All complaints remain on a business' record for 3 years. Once the complaint closes, it will appear on their report under the category of "Service Issues." It will report the outcome of the complaint only, such as unresolved or administratively closed. The BBB does not release specific details about any complaint, so that information will not be available to the public.

2. If you and the business choose to arbitrate the dispute, the complaint will be closed once I've confirmed the terms of the arbitrator's decision have been met by either party. The complaint will appear under the category of "Service Issues." It will state the complaint was settled through arbitration.

Let me know if you have any other questions.

Mary Kaye Garcia | *Director, Dispute Resolution Services*

**Tel: 501-664-4888 x102**

**Fax: 501-664-0024**

**Email: [marykayeg@bbbarkansas.org](mailto:marykayeg@bbbarkansas.org)**

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**From:** [cmcjennjones@gmail.com](mailto:cmcjennjones@gmail.com) [mailto:[cmcjennjones@gmail.com](mailto:cmcjennjones@gmail.com)] **On Behalf Of** Jennifer Jones  
**Sent:** Thursday, September 25, 2008 11:41 AM  
**To:** Better Business Bureau  
**Subject:** Re: BBB Complaint Case#19013345(Ref#71-2885-19013345-16-5105)

Question before we make the decision about arbitration.

If we decide NOT to enter into arbitration, what happens? Does our complaint remain on the company's record? Can people see that they have been complained about and what the complaints were? How long does it stay on their record?

If we do go into arbitration, is the decision on their record? Are others able to see what the outcome is?

My main reason is doing all of this is so others can be well informed as to how they do business.

Thanks, Jennifer Jones...

On Wed, Sep 24, 2008 at 12:00 PM, Better Business Bureau <[littlerock.marg@bureaudata.com](mailto:littlerock.marg@bureaudata.com)> wrote:

Our initial effort to reach a voluntary settlement on the above-mentioned complaint has not been successful. Arbitration is the last option the Bureau can offer to resolve a dispute.

For a nominal fee of \$75, this process provides for an impartial third party arbitrator to hear and decide your case. The hearing is informal, so you can present your own case without a lawyer; however, you have every right to be represented by a lawyer if you prefer. The decision is final and binding, meaning both parties are legally bound to abide by the decision.

Detailed information about this process may be obtained at [www.arkansas.bbb.org](http://www.arkansas.bbb.org) under Programs & Services; Dispute Resolution; Rules of Binding Arbitration. I am also available to answer any questions you may have.

If you wish to enter into arbitration agreement, please complete the information at the bottom of this letter and return it to the Bureau within 14 days. I will then contact you for additional information.

Thank you for offering arbitration.

I accept \_\_\_\_\_ I decline \_\_\_\_\_

Signature \_\_\_\_\_

A summary of this complaint case can be viewed online at the following address:

[http://www.arkansas.bbb.org/complaint/view/19013345/b/\\*740744519](http://www.arkansas.bbb.org/complaint/view/19013345/b/*740744519).

Sincerely,

Mary Kaye Garcia  
501-664-4888 x102  
501-664-0024 fax  
[marykayeg@bbbarkansas.org](mailto:marykayeg@bbbarkansas.org)

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**Jennifer Jones <jennifer@houseofjones.com>**  
To: Jon Paul Jones <jonpaul@houseofjones.com>

**Fri, Sep 26, 2008 at 11:31 AM**

What do you think?

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**Jon Paul Jones <jonpaul@houseofjones.com>**  
To: Jennifer Jones <jennifer@houseofjones.com>

**Fri, Sep 26, 2008 at 12:07 PM**

I think you should just blog about them so that when you search for A-1 moving you find your complaint. Sounds like that is more useful than the BBB.

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**Jennifer Jones <jennifer@houseofjones.com>**  
To: Mary Kaye Garcia <marykayeg@bbbarkansas.org>

**Mon, Sep 29, 2008 at 10:48 AM**

We have chosen NOT to enter into arbitration. You can let A-1 Razorback Moving Company know that we will see to it that people know how unprofessional their business it. We'll share our experiences with the public and tell of their unwillingness to even admit wrongdoings. Then the public can make up their own mind as to use their business or not. At least they will be educated as to how their workers act and treat the customer and their belongings.

Thank you for your help in trying to get this matter settled. I'm sorry the company wasn't more cooperative and eager to make sure their customers are 100% satisfied. I guess they weren't honest when they said, "In order to keep our customers happy, we try everything we can." I guess that doesn't include returning phone calls either...

If you need the note signed, please let me know and I will get it sent to you via mail.

Thank you again,  
Jennifer Jones...

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