

2021-03-01-Complaint#51411658.txt

It appears the Better Business Bureau in Utah is committing blatant FRAUD by closing complaint cases on businesses without maintaining a public record of the complaint as well as a letter grade for the business. Perhaps the problem lies in the fact that the Utah BBB is in reality just another one of the multitude of shell corporations of the "Church of Jesus Christ of Latter Day Saints." The prevalent attitude I have seen is: "We don't have to follow federal laws, rules, and regulations, because we answer to a higher power: 'The Prophet.'" The reality is it is not just "The Prophet," but "The Pro..." squared, "P-R-O-P-H-E-T" and "P-R-O-F-I-T" with the one getting the most attention being the MONEY!

For seven years, I hardly ever missed a service at the local Green River, Utah Ward (Church). One time, one of the former Bishops (the highest leader in the local Mormon Church), Bruce Nelson, told me: "Frank, you are our most faithful non-member. You are more faithful than our members!," which was true. Almost every week, the point was brought out that, "The Church of Jesus Christ of Latter Day Saints" (Mormons) was going to become the "One World Government," with "The Prophet" being the "Supreme Ruler"!

Years before, I met a woman who was the grand-daughter of one of the men who were ordered by Brigham Young, to do the killing at the Mountain Meadows Massacre. Their attitude has always been, "If it is to your advantage to lie, -- LIE!"

Sincerely,

Frank Anderson
PO Box 615
651 N Broadway
Green River, UT 84525

Phone: 435-210-0710
e-mail: ac0xl.ham@gmail.com

Posted to: <http://162.250.19.7/searles-sav-on-propane/BBB-Complaint#15141658.pdf>

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BBB Complaint ID #15141658

Complaint Information**Complaint ID:** 15141658**Date Filed:** 1/22/2021**Filed with:** BBB
3703 W. 6200 S.
Salt Lake City, UT 84129
Phone: (801) 892-6009
Fax: (801) 892-6002
Email: complaints@mw.bbb.org
URL: <http://www.bbb.org/mw>**Consumer Information****Name:** Frank Wesley Anderson**Address:** PO Box 615
651 N Broadway
Green River, UT 84525**Daytime Phone:** 970-424-1451**Evening Phone:** 435-210-0710**Fax:** *None Provided***Email:** ac0xl.ham@gmail.com**Business Information****Business Name:** Searle's Sav On Propane, Inc.**Address:** Vernal, UT 84078**Phone:** (435) 789-3198**Complaint Details**

Fraud, over billing, not posting credits. All of these problems are covered in two pdf's which are posted on: <http://162.250.19.7/> in the directory: searles-sav-on-propane/ and are: Searles-Sav-On-Propane.pdf and Searles-Sav-On-Propane-02.pdf . The web site will come up with a green background and one can click on the two dots (..) to go back up one level. Just click on the directories or files to open them.

Desired Outcome/Settlement**Desired Settlement:** Billing Adjustment

Correction of my account so I can pay my bill.

Complaint Details**Nature of Complaint:** Billing or Collection Issues Billing or Collection Issues**Date Problem Occured:** 9/15/2020 12:00:00 AM**Date(s) Complained:** 11/17/2020 12:00:00 AM 12/30/2020 12:00:00 AM**Purchase Date:** *None Provided***Salesperson:** *None Provided* , 66.8 gallons of propane not delivered!**Complaint Details (cont.)****Product/Service:** Propane and H.E.A.T payments**Model #:** *None Provided***Account #:** Account # 01101**Order #:** *None Provided***Purchase Price:** 100.7200**Payment:** *None Provided None Provided***Disputed Amount:** 100.7200

Attached/Related File(s)	Date
27891278_Searles-Sav-On-Propane-02.pdf	01/25/2021

Communication / Message History**Complaint Details**

Fraud, over billing, not posting credits. All of these problems are covered in two pdf's which are posted on: <http://162.250.19.7/> in the directory: searles-sav-on-propane/ and are: Searles-Sav-On-Propane.pdf and Searles-Sav-On-Propane-02.pdf . The web site will come up with a green background and one can click on the two dots (../) to go back up one level. Just click on the directories or files to open them.

Desired Outcome/Settlement

Desired Settlement: Billing Adjustment

Correction of my account so I can pay my bill.



Better Business Bureau
3703 W. 6200 S.
Salt Lake City, UT 84129
Phone: (801) 892-6009
Fax: (801) 892-6002
info@utah.bbb.org
www.utah.bbb.org

1/25/2021

Frank Anderson
PO Box 615 651 N Broadway
Green River, UT, 84525

Dear Frank Anderson:

Thank you for contacting the Better Business Bureau. This message is in regard to your complaint submitted on 1/22/2021 against Searle's Sav On Propane, Inc.. Your complaint was assigned ID 15141658.

Now that I have filed, what is the next step?

We have forwarded your complaint to the business for their response. We have asked the business to reply promptly, but some disputes may take longer than others to conclude. Please be patient as we work to ensure that your concerns are addressed.

What if I do not agree with the response from the business?

It is important for both parties to maintain realistic expectations and respond in a professional, fair and courteous manner. Our goal is for you and the business to be able to work towards an amicable solution. Should this prove difficult, we may offer you and the business the opportunity to participate in binding arbitration. More information about these options can be found at www.bbb.org

What happens if a business does not respond?

BBB will make every effort to obtain a response from the business, but some businesses simply do not ever contact us. BBB is not an enforcement agency. We cannot force a business to respond. However, failure to do so may result in a negative impact on their BBB rating, which may drive away future customers. BBB can also refer you to other agencies that may be able to assist you, depending on the specific nature of your complaint.

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution. Please do not hesitate to contact us with any additional questions or concerns.

Sincerely,

Lindsey Hodges

Subject: 15141658
From: BBB Dispute Resolution <complaints@mw.bbb.org>
Date: 1/28/21, 11:33 AM
To: ac0xl.ham@gmail.com

Good morning,

Thank you for your voicemail. The attached document was reviewed and sent onto the business with the complaint on 1/25. We are currently awaiting response from the business, and will send you their response once it is received.

Thank you

Lindsey Hodges

**BBB Dispute Resolution,
Better Business Bureau**
3703 W 6200 S
Salt Lake City, UT 84129
p: 801.892.6009

BBB.org ***Start With Trust®***





Better Business Bureau
3703 W. 6200 S.
Salt Lake City, UT 84129
Phone: (801) 892-6009
Fax: (801) 892-6002
info@utah.bbb.org
www.utah.bbb.org

2/16/2021

Frank Anderson
PO Box 615 651 N Broadway
Green River, UT, 84525

Dear Frank Anderson:

This message is in regard to your complaint submitted on 1/22/2021 against Searle's Sav On Propane, Inc.. Your complaint was assigned ID 15141658.

Better Business Bureau has made attempts to contact the business regarding your complaint. We regret to inform you that we have not received a response at this time and this case has now been closed as an **UNANSWERED** complaint. Because we are not a government agency, we cannot force a business to respond.

If the company has contacted you directly and resolved this complaint, please let us know immediately. Should we receive a resolution in the future, we will let you know

Better Business Bureau develops and maintains BBB Business Profiles on companies across North America. This information is available to the public and is frequently used by potential customers. In the case of your complaint, the business's failure to promptly give attention to the matter will be reflected in the profile we give to consumers.

BBB regrets that we were unable to assist you further and wishes you the best in your future efforts in resolving this matter.

Sincerely,

Lindsey Hodges



Better Business Bureau®

Overview of Ratings

BBB ratings represent the BBB's opinion of how the business is likely to interact with its customers. The BBB rating is based on information BBB is able to obtain about the business, including complaints received from the public. BBB seeks and uses information directly from businesses and from public data sources.

BBB assigns ratings from A+ (highest) to F (lowest). In some cases, BBB will not rate the business (indicated by an NR, or "No Rating") for reasons that include insufficient information about a business or ongoing review/update of the business's file.

BBB Business Profiles generally explain the most significant factors that raise or lower a business's rating.

BBB ratings are not a guarantee of a business's reliability or performance. BBB recommends that consumers consider a business's BBB rating in addition to all other available information about the business.

Customer Reviews are not used in the calculation of the BBB Letter Grade Rating.

RATING ELEMENTS

BBB ratings are based on information in BBB files with respect to the following factors:

1. Business's complaint history with BBB.

The BBB rating takes into account the following information with respect to closed complaints that relate to a business's marketplace activities:

- Number of complaints filed with BBB against the business.
- The size of the business.
- If complaints have been filed, whether in BBB's opinion the business appropriately responded to them.
- If complaints have been filed, whether in BBB's opinion the business resolved the complaints in a timely manner to the customer's satisfaction.
- If complaints have been filed, whether in BBB's opinion the business made a good faith effort to resolve complaints, even if the customer was not satisfied with the resolution.
- If complaints have been filed, whether in BBB's opinion the business failed to resolve the underlying cause(s) of a pattern of complaints.
- The age of resolved complaints. Older resolved complaints have less of an impact on the rating

than newer complaints.

BBB analysis of a business's complaint history generally takes into account the business's size if BBB has reliable information to establish its size. If BBB cannot reliably determine business size, it will consider the business to fall within BBB's smallest size category.

2. Type of business.

A business's BBB rating is lowered if, in BBB's opinion, the business is a type of business that raises marketplace concerns or is believed to operate in violation of the law.

3. Time in business.

A business's BBB rating is based, in part, on the length of time the business has been operating. If BBB is unable to obtain, from the business or from other sources, information about time in business that BBB deems reliable, BBB will consider business to have started at the time BBB opened its file on the business.

4. Transparent Business Practices.

A business's BBB rating is lowered if BBB determines that the business is not being transparent about its marketplace conduct. This includes situations where:

- A business does not provide complete information about products and services offered, and/or ownership.
- A business uses false addresses or an address cannot be determined.

5. Failure to honor commitments to BBB.

A business's BBB rating is lowered if a business does not honor its commitments to BBB, including commitments to abide by a mediation settlement or an arbitration award.

6. Licensing and government actions known to BBB.

A business's BBB rating is lowered when BBB has knowledge of the following:

- Failure of the business to have required competency licensing (i.e., licensing that requires a competency assessment or can be taken away based on misconduct by business).
- Finalized government actions against the business that relate to its marketplace activities and, in BBB's opinion, raise questions about the business's ethics or its reliability in providing products/services. Government action deductions consider several factors including how the case is finalized as well as the amount of restitution, penalties or fines imposed against the business. However, older government actions have less of an impact than newer government actions of the same type.

BBB routinely checks required competency licensing and government actions before a business is accredited by BBB. BBB does not routinely check required competency licensing and government actions for businesses that do not seek BBB accreditation, although in some cases BBB learns of these matters through its marketplace research.

7. Advertising issues known to BBB.

A business's BBB rating is lowered when the business does not, in BBB's opinion, appropriately respond to BBB advertising challenges that relate to:

- Misuse of the BBB name or BBB marks; or
- Questions about the truthfulness, accuracy or substantiation of advertising claims or compliance with the BBB Code of Advertising. Advertising issues may be rated as major, moderate or minor, and the rating deduction varies accordingly.

BBB advertising challenges are made at BBB's discretion when it receives complaints from consumers or competitors about advertising or when BBB identifies questionable advertising through its monitoring of local media.

RATING POINTS

This chart shows the maximum number of points that can be earned or deducted in each element of the BBB rating system. A business's total score is on a 100 point scale. Please note there are some categories in which businesses can only lose points, and for those categories a "0" is indicated as the maximum number of points that can be awarded.

Element		Range of points that can be earned or deducted (maximum to minimum)
1.	Complaint Volume (Weighted by Complaint Age)	15 to 0
2.	Unanswered Complaints	40 to 0
3.	Unresolved Complaints	30 to 0
4.	Complaint Resolution Delayed	5 or 0
5.	Failure to Address Complaint Pattern	0 to -31
6.	Type of Business	0 to -41
7.	Time in Business	10 to 0
8.	Transparent Business Practices	0 or -5
9.	Failure to Honor Mediation/Arbitration	0 to -41
10.	Competency Licensing	0 or -41
11.	Government Action (per action)	0 to -34

	Element	Range of points that can be earned or deducted (maximum to minimum)
12.	Advertising Review (per incident)	0 to -41
13.	BBB Trademark Infringement	0 or -41

LETTER RATING SCALE

This is the 100 point scoring scale BBB uses to assign letter grade ratings:

From	To	Letter Rating
97	100	A+
94	96.99	A
90	93.99	A-
87	89.99	B+
84	86.99	B
80	83.99	B-
77	79.99	C+
74	76.99	C
70	73.99	C-
67	69.99	D+
64	66.99	D
60	63.99	D-
0	59.99	F

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